

Date 30.11.17

Tel: 01225 826230 / 826282

Ruh-tr.communicationteam@nhs.net
www.ruh.nhs.uk
<https://twitter.com/RUHBath>

Media Release

New RUH mums and families have their say – by graffiti

New families at the RUH's antenatal and postnatal Mary Ward are being asked to give feedback about their care in a rather unconventional way – by graffiti.

A new 'graffiti board' has been put up in the ward's day room encouraging women and their families to share their thoughts and experiences or give suggestions about their maternity care.

Early comments that have been posted include:

- Fantastic experience – midwives have been amazing
- 100/10 Thank you for taking such good care of my partner and daughter
- Care from the midwives is second to none

Midwife and Investigation and Family Feedback Co-ordinator Rachel Pass said: "We already gather family feedback in a variety of ways – questionnaires, attending community groups and emails – but this is another and more informal and immediate way for people to jot down their passing thoughts.

"We welcome all feedback on what has worked for families and ways that we can improve care. We've already listened to new mums who told us their partners had nowhere to freshen up if they'd stayed overnight on the ward – so we've made shower facilities available for them.

"We're encouraging women and their families arriving on the ward to use the board and share their thoughts. The graffiti board will be updated weekly, then all the information will be gathered and reviewed for us to see how we can further improve the services we offer and the family's experience with us."

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Notes to Editor:

- The Royal United Hospitals Bath NHS Foundation Trust provides acute treatment and care for a catchment population of around 500,000 people in Bath, and the surrounding towns and villages in North East Somerset and Western Wiltshire. The hospital provides healthcare to the population served by four Clinical Commissioning Groups: Bath & North East Somerset CCG, Wiltshire CCG, Somerset CCG and South Gloucestershire CCG.
- The Trust provides 565 beds and a comprehensive range of acute services including medicine and surgery, services for women and children, accident and emergency services, and diagnostic and clinical support services.
- In 2015 The Royal United Hospitals NHS Foundation Trust was acquired the Royal National Hospital for Rheumatic Diseases (RNHRD) NHS Foundation Trust. The RNHRD treats patients from across the country offering services in rheumatology, chronic pain and chronic fatigue syndrome/ME. ...
- The RUH is changing - we have an exciting programme of redevelopment underway transforming our site and further improving the services we provide. The Trust is now working towards building a purpose built RNHRD and Therapies Centre and a new Dyson Cancer Centre. For more details visit: www.ruh.nhs.uk/about/fit_for_the_future
- For more information about the Royal United Hospitals Bath NHS Foundation Trust visit: www.ruh.nhs.uk

