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Media Release

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RUH inpatient services rated in CQC survey 2018

A survey of inpatients' experience of services at 144 NHS acute Trusts in England shows that the Royal United Hospitals Bath NHS Foundation Trust is performing at about the same level as most Trusts in the country.

The findings are included in the Care Quality Commission (CQC) 2018 Adult Inpatient Survey. Nationally, more than 76,500 people took part, answering questions about their experience in hospital ranging from 'Did you have confidence and trust in the doctors treating you?' and 'Were there enough nurses on duty to care for you' to 'Were you given enough privacy when being examined?'

The RUH Trust results are based on the responses of 565 inpatients at the Trust in July 2018. The response rate was 48%, compared to the national average of 45%.

The RUH scored better than most Trusts for one question – 'Did you feel you were involved in decisions about your discharge from hospital?' There were no questions where the Trust score was 'worse than average'. The Trust score was 'about the same' as other Trusts for 62 questions.

A more detailed overview of the results by Picker, who oversee the survey and compare the Trust with 77 other hospitals, showed the Trust scored better than average in five areas, including patients and family feeling involved in decisions about discharge from hospital; very good or good for hospital food and team working.

Improvements from 2017 include patients being aware which nurse was in charge of their care and knowing who to contact if they had any worries or concerns.

Bernie Marden, Medical Director, said: “Patient feedback is one of the many ways that we listen and learn about how we can meet our aim of being an organisation that provides the highest quality care. Patient surveys like this are important in giving us with a picture of what we are doing well. We are always looking at where we can further improve the services we provide, and we have already taken action in a number of areas. Patient care and patients’ experience in hospital is our priority and we will study this survey information closely to see what lessons can be learned.”

Ends

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 759 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 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, cancer related fatigue and fatigue linked to other long term conditions such as multiple sclerosis.

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 building a purpose-built RNHRD and Therapies Centre and working towards 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