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Media Release

RUH unveils expanded Maternity Outpatients department

The Maternity Outpatients department at the Royal United Hospitals Bath (RUH) NHS Foundation Trust has been redesigned to provide more capacity for women and pregnant people attending urgent and routine antenatal care.

Over the past few months the department has been refurbished so that women and pregnant people attending pre-booked appointments at the maternity day assessment unit on the Combe Park site will be cared for in a new calming space on the first floor.

Urgent and non-routine care will now be facilitated in the new maternity triage area on the ground floor of the hospital's Princess Anne Wing, which consists of an extra five private consulting bays, providing a better experience.

It was recently announced that maternity services at the RUH are rated in the top three per cent in England following a recent inspection by the Care Quality Commission (CQC) which saw the service retain its 'outstanding' rating.

Following the inspection in November 2023, inspectors found examples of outstanding practice relating to the RUH's commitment to continuously improving services, family experience and the supportive environment provided for staff.

Two more initiatives will launch on the same day as the new expanded department, both of which will make contacting the RUH's maternity services easier for families.

The first is a digital single point of access, referred to as the SPA, which will allow women and pregnant people to register for pregnancy care via the [RUH Maternity Services Website](#) instead of by telephone. Their GP and community maternity unit will automatically be informed of the

registration and a confirmation email will be sent immediately with appointment information within 5-7 days.

In addition, RUH maternity is launching one telephone number (01225 826454) for all enquiries, making it easier for people to contact the team and access the most appropriate care at the right times.

RUH Director of Midwifery and Neonates Zita Martinez said: “It’s brilliant to see these improvements in place. Pregnancy can be a worrying time for many, so these welcoming new spaces and improved communications channels will make a really positive difference for the people we care for.

“I would like to thank all of our staff who have been involved for their support and patience during the redesign, it was a long process but we are already seeing the benefits for our community.”

Ends

Notes to Editor:

At the RUH we're proud to put people at the heart of what we do, striving to create an environment where everyone matters. Everyone means the people we care for, the people we work with and the people in our community.

We provide a wide range of services including medicine and surgery, services for women and children, accident and emergency services, and diagnostic and clinical support services.

We also provide specialist services for rheumatology, chronic pain and chronic fatigue syndrome/ME via the Royal National Hospital for Rheumatic Diseases which we acquired in 2015.

In 2021, we acquired Sulis Hospital Bath, an independent hospital that provides care for both private and NHS patients. This has enabled us to provide more care for NHS patients, as well as continuing to provide private care to those who choose it. Any additional income earned through private care is reinvested in services for the benefit of the people we care for at both Sulis and the RUH.

We're currently building a new Cancer Centre at the RUH. The Dyson Cancer Centre, which is set to open in spring 2024, will help transform the care we provide for patients, families and carers.

We work closely with other health and care organisations as members of the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board. We strive to improve the health and wellbeing of the people in our community by working together build one of the healthiest places to live and work.

We are rated 'Good' by the Care Quality Commission (CQC).

For more information about the Royal United Hospitals Bath NHS Foundation Trust visit: www.ruh.nhs.uk