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Communications Department

Royal United Hospital
Combe Park
Bath
BA1 3NG

Tel: 01225 826230 / 821459
Mobile: 07557 756658 (office hours)

ruh-tr.communicationteam@nhs.net
www.ruh.nhs.uk
www.twitter.com/RUHBath

Media Release

RUH praised by patients for kindness and compassion

Patients have praised teams at the Royal United Hospitals Bath (RUH) NHS Foundation Trust for treating them for with kindness, dignity and respect in the results of a recently published survey, which places the Trust ninth in the country for overall patient experience for general acute and combined trusts.

The national Adult Inpatient Survey is an annual piece of research carried out by the Care Quality Commission (CQC), which is the independent regulator of health and adult social care in England. The survey looks at the experiences of people who stayed at least one night in hospital as an inpatient in November 2023.

The RUH results of the 2023 survey showed that patients felt they were treated with respect and dignity and said that staff took into account their individual need. In both those questions the RUH performed better than most trusts across the country.

Cara Charles-Barks, RUH Chief Executive, said: “These are really positive results and closely reflect our goal of ensuring the people we care for feel safe, understood and always welcome.

“It is clear from our results that our staff are consistently delivering the highest quality care, ensuring we provide our patients with the very best experience while they are with us.

“We are not complacent though – we are always looking at what we can be doing to further improve the experience of our patients to act on what matters most to them and will be focusing on the areas of the report where we can do better.”

Other aspects where the RUH was rated as better than others showed that patients:

- Felt included in discussions with medical staff about their care
- Were treated with kindness and compassion
- Were able to get enough help from staff to wash and keep clean

The RUH significantly improved on the 2022 result for patients feeling there were enough nurses on duty to care for them.

Areas of the survey where patients said the RUH could improve included overnight room temperatures, explaining how to take medicines on discharge and making sure patients know what to expect next in their care on leaving hospital.

You can read the RUH's full Adult Inpatient Survey report on the [CQC website](#).

Patients, families and carers are encouraged to provide feedback about their experience of the RUH. You can find more information on the [RUH website](#).

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.

Our new Dyson Cancer Centre brings together many of the RUH's cancer services under one roof to provide a cancer services hub for over 500,000 people in the South West. The centre includes the RUH's oncology, chemotherapy and radiotherapy services, a 22-bed inpatient ward, a dedicated pharmacy, research team and nuclear medicine and physics teams.

A key feature of the new centre is the Macmillan Wellbeing Hub. The three-storey hub provides a welcoming, non-clinical space designed around the needs of patients and their families. It also includes comfortable accommodation where relatives and loved ones can stay overnight.

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