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Media Release

RUH Surgery service retains ‘good’ rating from the CQC

Surgery services at the Royal United Hospitals Bath (RUH) NHS Foundation Trust have retained their ‘good’ rating from the Care Quality Commission (CQC), with inspectors finding that staff and leaders worked well together to deliver safe, people-centred care.

Inspectors said that the Trust’s cultural improvement programme was helping to make surgery a better place to work for RUH staff and providing safer, more effective care to its patients.

They also found that the service had a shared vision and there was a proactive and positive culture of safety among staff. Inspectors also said staff treated people with kindness and compassion, taking their individual needs into account.

The CQC’s assessment took place from March to June 2024, and included a two-day site visit to Forrester Brown, Pulteney and Philip Yeoman wards.

Other highlights of the report concluded:

- Staff were skilled with appropriate levels of experience and were approachable; openly discussing compassionate care.
- Staff ensured people with protected characteristics received individualised support and there was emphasis on treating people equally and without judgement.
- There was a culture of openness and honesty, safety events were investigated, and lessons were learned to continually identify and embed good practice.
- Staff were empowered to make a difference; inspectors observed ‘improvement boards’ where suggested solutions to problems were discussed.

Cara Charles-Barks, RUH Chief Executive, said: “This is an overwhelmingly positive report which highlights the excellent work that is taking place across the RUH’s surgery service.

“I was particularly pleased that inspectors concluded that staff should be extremely proud of the care they’re providing to our people who are accessing this service.

“We are committed to consistently providing the people we care for with the very best levels of service and this report underlines the people-centred care that is provided for patients at the RUH. We already have plans in place to address the areas that we need to improve on.”

Following this inspection the domains of safe, caring, effective and well-led were rated as ‘good’, resulting in surgical services at the RUH being rated as ‘good’ overall.

The overall rating of the Combe Park site remains at ‘requires improvement’, and the overall rating for the Trust remains ‘good’.

You can read a full copy of the report on the CQC website when it’s published in the next few days.

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