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Media Release

RUH Maternity team praised for treating people with dignity and respect

The maternity team at the Royal United Hospitals Bath NHS Foundation Trust has been rated as 'better' or 'somewhat better' than other trusts in a number of key areas following feedback from people in the 2024 Maternity Survey.

In the survey, carried out by the Care Quality Commission (CQC), the independent regulator of health and social care, the maternity team was praised by women and birthing people for treating them with dignity and respect during labour and birth.

They also said they particularly felt confidence and trust in the staff caring for them during labour and birth.

It is further good news for the RUH's maternity team, which earlier this year retained its 'outstanding' rating from the CQC – placing it in the top three per cent of maternity departments in England.

Inspectors found examples of outstanding practice relating to the RUH's commitment to continuously improving services, patient experience and the supportive environment provided for staff.

The national 2024 Maternity Survey looks at the experiences of women and birthing people who gave birth in February 2024. The survey ranged from antenatal care through to labour, birth and post-natal care.

The maternity team was also praised by survey respondents for:

- If attention was needed during labour and birth, a member of staff was there to help.
- Not being left alone by midwives or doctors at a time when it worried them.
- Not being sent home during labour when they were worried.

- Staff introducing themselves before examination or treatment.
- Receiving appropriate advice and support when contacting a midwife or the hospital.

Zita Martinez, Director of Midwifery at the RUH, said: “I am thrilled to receive this fantastic feedback from the people we care for. It’s a reflection of the hard work and commitment from all our maternity staff who go above and beyond every day.

“At the RUH we are committed to being an organisation where everyone matters, so it’s great to see how women and birthing people felt they were treated with dignity and respect – feedback the Trust has received in recent CQC surveys of other hospital departments.

“This shows how our staff consistently reflect our Trust values, delivering the highest quality care and outcomes.

“Whilst these results are fantastic news, we know there is always work to be done and we will continue to look at how we can further improve the experiences of the people we care for.”

You can find the full survey results on the CQC’s website – [Royal United Hospitals Bath NHS Foundation Trust - Care Quality Commission](#).

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.



Royal United Hospitals Bath NHS Foundation Trust

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