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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 Bath maternity team praised in latest national CQC survey

The maternity team at the Royal United Hospitals Bath NHS Foundation Trust (RUH) has once again been recognised for delivering supportive and respectful care, following the publication of the Care Quality Commission's (CQC) 2025 Maternity Survey.

Feedback from women and birthing people who gave birth at the RUH earlier this year shows the Trust performing better or much better than most hospitals in England across 28 of the key questions. Respondents highlighted feeling listened to, respected and supported throughout their maternity journey.

The annual survey, carried out by the Care Quality Commission (CQC), asked women and birthing people who have used the maternity service about their experience of maternity care, from antenatal care and labour and birth through to postnatal care.

Among the areas where the RUH scored particularly highly were:

- **Choice and information:** People felt well-informed when deciding where to give birth, with scores for information provision rated much better than most trusts.
- **Being given enough time and support during antenatal checkups:** People felt there was time to ask questions or discuss their pregnancy and that any concerns raised were taken seriously.
- **Support during labour:** Respondents reported receiving timely advice and support when contacting the hospital at the start of labour, partners were able to be involved as much as they wished and any concerns during labour were taken seriously.
- **Staff communication and teamwork:** Staff introduced themselves before examinations and spoke in a way that could be understood.

- **Postnatal kindness and understanding:** Care on the ward after birth was praised, with respondents saying they were treated with kindness and understanding.
- **Care after birth:** Postnatal care scored highly for staff listening and taking personal circumstances into account, and people felt they had been involved in decisions about their care.

The RUH also achieved strong results for mental health support during pregnancy and for respecting decisions about feeding babies.

Zita Martinez, Director of Midwifery at the RUH, said: “We are delighted to see such positive feedback from the people we care for. It reflects the dedication and compassion of our maternity team, who work tirelessly to provide safe, personalised care for every family.

“We listen and learn from every survey and this year we’ve really focused on how we can make postnatal care even better, so it’s especially pleasing to see we’d further improved lots of our scores in this area.

“Knowing that women and birthing people feel listened to, respected and supported throughout their journey is incredibly important to us. While these results are reassuring, we will continue to learn and improve so that every experience is the best it can be.”

You can read the full survey results on the [CQC website](#).

Ends

Notes to Editor:

Questions where the RUH scored much better than other Trusts were:

- Did you get enough information from either a midwife or a doctor to help you decide where to have your baby?
- During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?
- If you raised a concern during your antenatal care, did you feel that it was taken seriously?
- At the start of your labour, did you feel that you were given appropriate advice and support when you contacted a midwife or the hospital?
- Did the staff treating and examining you introduce themselves?
- Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?
- If you contacted a midwife/midwifery team, were you given the help you need?
- Thinking about the last time you attended triage face to face, did the midwife or doctor you spoke to listen to you?

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