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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 with kindness and compassion in the results of a newly published survey.

The national Adult Inpatient survey, carried out by the Care Quality Commission (CQC), looks at the experiences of people who stayed at least one night in hospital as an inpatient in November 2025.

The RUH results of the 2025 survey, which were published this week, showed that patients felt they were treated with kindness, compassion, respect and dignity and said that staff took into account their individual needs.

Patients also said that they felt involved in decisions and conversations about their care and treatment and were given information about their condition or treatment.

In all of these areas, the RUH performed better than most trusts across the country.

Jason Lugg, Chief Nursing Officer, said: "These are really positive results and closely reflect our values of ensuring the people we care for are treated with compassion, respect and dignity at all times.

"These results demonstrate the commitment and dedication of our staff to providing our patients with the very best experience while they're with us.

"We know there is still work to do though, and we are continuously looking at ways to further improve the experience of our patients and where we can do better."

Areas of the survey where patients said the RUH could improve included providing more information about virtual wards and being able to get hospital food outside set mealtimes.

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](#).

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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