

Communications Department

Tel: 01225 825489 / 821299

Email: communication@ruh.nhs.uk

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PRESS RELEASE

The national Inpatient Survey, published today by the Healthcare Commission, reveals that more patients say they receive excellent care from NHS hospitals.

More than two thirds of inpatients surveyed from the Royal United Hospital (RUH) rated their overall care as excellent or very good. Just 2% said it was poor.

81% of respondents from the RUH said that they always had trust and confidence in the doctors and nurses treating them and almost 70% believed that the answers they got to important health questions were appropriate and understandable. Most patients also felt that they were admitted to hospital as soon as was necessary after first seeing their GP.

The majority of those who responded to the questionnaire had come to the RUH as an emergency admission – 60%. 37% were planned or elective admissions. Of those 60% of emergency admissions, three quarters of them believed they received the right amount of information about their condition or treatment.

The hospital scored well in terms of hospital cleanliness....almost three quarters of the inpatients in the survey (72%) said that the doctors and nurses always washed their hands between dealing with patients. Cleanliness of the toilet facilities, wards and bays also scored well. 91% believed that the wards were very or fairly clean and 80% said the toilets and bathrooms they used were fairly or very clean.

In terms of patient dignity, the majority of those who responded (71%), felt they were given enough privacy on wards .79% believed they were always treated with dignity and respect – this figure is higher than the national average score.

81% of patients reported that nurses “did not talk in front of them as if they were not there” and the RUH was in the top 20% of trusts with regard to doctors “not talking to patients as if they were not there”.

Only 34% were placed on a mixed sex ward or bay when first admitted but almost 70% did not have to use bathrooms also used by the opposite sex.

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Across almost all sections of the survey the RUH's scores were towards the top of the average scores.

Where the RUH scored more weakly – quality and choice of food, choice of admission dates, and the amount of time patients had to wait to be allocated a bed on a ward – these issues are already being improved with positive results. An action plan is in place to improve patient experience in these areas.

Notes:

- The full results for the RUH and all other hospitals can be viewed online at www.healthcarecommission.org.uk/PatientSurveyInpatient2007.
- The RUH is in the top 20% of trusts in the following 2 areas – doctors “not talking in front of patients as though they were not there” and patients receiving copies of letters sent to their GP's from hospital doctors following discharge.

Issued by:
Helen Robinson-Gordon
01225 825849