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PRESS RELEASE

The RUH given a 'good' score in patient survey

The Royal United Hospital has received a 'good' rating in the latest inspection of NHS hospitals by the Patient Environment Action Team (PEAT)

Every in-patient healthcare facility in England with more than 10 beds is inspected under three categories, environment (including hospital cleanliness), food and privacy and dignity. They are then scored as follows: excellent, good, acceptable, poor or unacceptable.

For the second successive year, the RUH has scored 'good' rating for cleanliness whilst its 'good' rating in food and privacy & dignity continues to be sustained.

Over the past year, there has been a lot of investment in improving standards of cleanliness, hand hygiene and infection control levels.

Several areas of the hospital have been modernised and upgraded making a much better patient environment – an example of this is the new Medical Assessment Unit. Initiatives to further improve patient dignity and privacy have also been created.

There have been several improvements in patient food, following consultation with patient groups and there are further developments planned for later this year.

The RUH's PEAT inspection was carried out by a full NHS team which included matrons and sisters, infection control nurses, facilities managers, and representatives of the Patient Forum. In addition to the mandatory annual PEAT inspection, the RUH carries out a further checks and audits each year with representatives of the Patient Forum in order to regularly monitor and assess the hospital's performance.

For a breakdown of the results, please go to <http://www.npsa.nhs.uk/>

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