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Media Release

RUH Scores Well in National NHS Staff Survey.

The Royal United Hospital NHS Trust in Bath is among the top scoring acute trusts in England in this year's national NHS staff survey.

The results, published today, show that the RUH is in the best 20% of acute trusts in several key areas. These include the majority of staff surveyed feeling they are valued by colleagues, involved in making improvements at work and satisfied within their roles and with what their job involves overall.

The survey also reveals that, more staff than before are satisfied with their job, want to stay at the Trust and believe that the organisation is committed to a better work-life balance.

The Trust's Director of Human Resource, Lynn Vaughan, says these results demonstrate the effort which has been made in the past 12 months to make the RUH a better place to work,

"The number of staff who would recommend the RUH as a place to work is above the national average for acute trusts. What better commendation could there be than one like this which demonstrates that our staff are proud to work here and feel valued in what they do."

Reflecting the Trust's priority for patient safety and improvements made in this area, staff who were surveyed report an increase in the availability of hand washing facilities within the hospital and that compared to the national average, fewer RUH staff witnessed potentially harmful errors, near misses or incidents within the hospital. The RUH is better than the national average in terms of the percentage number of staff who felt they had been harassed or abused by their colleagues in the past 12 months and compared to 2007, less staff felt they were abused or harassed by patients or carers in 2008. The results also indicate that staff at the RUH feel that the Trust could take more effective action in tackling harassment and indeed since the survey was conducted the Trust has recruited specialist staff to work in this area.

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As with all surveys, the results also indicate areas where the organisation could make further improvements, such as reducing the work pressure felt by staff. The RUH is a very busy acute care hospital with substantial increases over the year on the number of patients electing to come here for treatment and in the number of patients referred by their GP. Although less staff than in 2007 felt the pressures of work, results indicate that staff want this reduced even further. The Trust is committed to match staffing levels to the increasing workload and planning better to respond to times of pressure. A recruitment campaign has been very successful in filling many existing vacancies and further recruitment is planned for both clinical and support staff.

There is also work to be done on increasing the awareness for staff on the ways in which they receive health and safety training – for many its now part of their regular training updates and the availability of the training is being increased.

Notes:

- The full survey, published by the Healthcare Commission can be found at www.healthcarecommission.org.uk/staffsurvey08
- To the end of February 2009, there was a 13% increase in the number of patients referred by their GP compared to 2008
- To the end of February 2009 there was a 9% increase in the number of patients electing to come to the RUH for treatment

For further information and interview requests, please contact the Communications Department on 01225 825849/825799