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Media Release

Improving the patient experience at the RUH

Staff at the Royal United Hospital are asking patients and visitors for their understanding and support, as six hospital wards will be affected by construction work due to start week commencing 11 May 2009, for a period of two months.

Toilets and washrooms in Pierce, Philip Yeoman, Forrester Brown, Waterhouse, Parry and Haygarth wards will all be upgraded and refurbished as part of the Trust's continuing commitment to making things better for patients. The works are part of a £9m investment programme planned for this year.

Director of Estates & Facilities at the RUH, Howard Jones, says: "Maintaining continuity of service for the hospital is critical and we have worked hard to implement a construction programme that delivers this project, whilst minimising any potential disruption for patients and staff."

Structural issues require work to be undertaken on adjacent wards simultaneously, which will also help in keeping within the timescale for the project. Arrangements have been put in place to manage access to and from these wards with particular attention to maintaining high standards of infection control. The hospital is contacting patients where possible who are likely to be treated in these areas to forewarn them of the construction work, as well as keeping staff and visitors informed.

Howard Jones says: "Remodelling or building in a hospital can be tricky but we have paid close attention to controlling noise, dust and vibrations and there has been a great deal of work from all parties involved to successfully complete this project in a hospital that never closes."

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