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Royal United Hospital Bath gains Top Scores in National Inpatient Survey

The Royal United Hospital Bath (RUH) has been placed in the top 20% of hospital trusts in England, in several categories in the 2008 Inpatient survey, published today, Wednesday 13th May 2009.

The survey covers areas such food, hygiene, communication, levels of care, admissions and privacy and dignity. 850 RUH patients were sent questionnaires and the results come from their responses.

Our patients gave the RUH high scores for the clear and positive ways we discuss operations or procedures with them, answering questions about risk and what to expect as they recover. We also scored particularly well on providing information about anaesthesia and pain control.

Deputy medical director and consultant anaesthetist, Dr Tim Craft says,

"Examining the data in detail shows that we are in the top 20% of hospitals in England for many of the responses relating to care, treatment, operations and procedures. This is clearly good news especially for patients requiring surgical procedures, as the findings show the RUH as a very patient centered hospital, involving patients in their treatment, and treating them with dignity and respect."

The trust scored better than other trusts in many areas of patient care and treatment, including achieving a score of 9.5/10 for patients being given enough privacy when being examined or treated, and the survey also reported the RUH as being better than other trusts for involving patients in decisions about their care and treatment. Head of Patient Experience Theresa Hegarty says:

"The feedback from patients about our doctors and nurses is excellent. The more detailed data shows many of the responses relating to doctors and nurses as being in, or nearly in the top 20% of hospitals in England. Out of a total of 75 questions in the 2008 survey, 25 put us in the top 20% of hospitals in England; in the 2007 survey, this figure was just five. This improvement is an incredibly achievement and is thanks to our staff who work so hard often in very pressurised conditions."

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Patients gave better scores than other trusts for RUH nurses, giving a score of 9/10 for having confidence and trust in the nurses treating them and a score of 8.6/10 for getting answers they could understand from the nurse, when they asked important questions.

In comparison to last year's survey, our patients who were surveyed say we have made significant improvements in the cleanliness of wards, toilets and bathrooms, waiting times in the Emergency Department and sharing sleeping areas with members of the opposite sex.

The 2008 Inpatient Survey did not highlight any areas where the RUH was worse than any other trust.

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Notes

The Trust's Head of Patient Experience and the Deputy Medical Director are available for interview. Please contact the Communications Dept in the first instance.

The full results for the RUH and all other hospitals can be viewed online at <http://2008ratings.cqc.org.uk/findcareservices/informationabouthealthcareservices/overallperformance.cfm>. Enter a postcode or organisation name, select the trust, then scroll down to '[What patients said about this trust](#)'