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STRICT EMBARGO 2.30PM THURSDAY 16 JULY 2009.

Media Release

Top hotel chain supports hospital staff awards

The Royal United Hospital Bath NHS Trust and the von Essen hotels group have teamed up to reward hospital staff for examples of outstanding customer service. Over the next year, hospital staff will be asked to nominate a colleague who they believe has either gone over and above the call of duty in their work life or, on a regular basis, provides outstanding customer care to patients or visitors in one way or another. Each month a winner will be selected and thanks to the support of the von Essen Group, they and a guest will be treated to lunch, afternoon tea or a spa treatment at one of the groups hotels in the South West.

Lynn Vaughan, the Trust's Director of Human Resources, said, "The RUH is very pleased to be working with von Essen on such a worthwhile project. We believe staff need to be recognised for their efforts, not just on a clinical or administrative basis, and this partnership allows us to do that. We believe we can learn from organisations like von Essen hotels where customer service is paramount."

Morag Scott-Farrar from the Royal Crescent Hotel in Bath, one of the hotels in the von Essen collection, said, "we are extremely proud to be able to reward the hard working and dedicated staff at the RUH and delighted to be working with the Trust."

The winners for April, May and June will receive their awards this afternoon, Thursday 16th July at the RUH. They are Yvonne Pritchard, Senior Infection Control Nurse, Christine Wrintmore, a Retinal Screening Assistant in the Diabetes Centre and Cleaning Supervisor, Carole Perkins.

Ends

Editors Notes:

Images of the winners will be available from the afternoon of 16 July. Please contact the Communications Dept for more information and interview requests.