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Media Release

The RUH is among the best performing trusts in the country.

The Royal United Hospital in Bath is among just 13 Trusts in the country which are being rated as the most improving* according to national health ratings, published today, Thursday 15th October.

The quality of care at the RUH and the way it manages its finances are continuing to get better, according to the Care Quality Commission.

For the first time since the Annual Health Check system was implemented, the Care Quality Commission has scored the RUH 'good' for Use of Resources and the Trust has retained the score of 'good' for Quality of Care. Two years ago, the scores were 'weak', 'weak' so the continuing and sustained improvements for this trust are tremendous.

The Trust's staff have been personally thanked for their commitment and hard work in delivering this high quality of care.

The Trust's Chief Executive, James Scott, says whilst the news excellent, there are plans to make further improvements this year,

"Thanks to the efforts of all our staff, the Care Quality Commission has recognised that, based on the 2008-09 result, the RUH continues to go from strength to strength. Two years ago we were rated as 'weak' for use of resources and for quality of care. Today,

the Commission has officially acknowledged the tremendous efforts and developments we have made. For the RUH to be rated as 'good' in both areas, is fantastic news. Our top priority remains patient safety and the quality of patient care – we have made significant improvements in both these areas in the past year as the detailed results indicate. However, we know there is more to be done, for example continuing to make improvements in how efficiently and effectively we treat the patients who attend our Emergency Department.

This national recognition can give patients confidence when they are choosing where to have their treatment and it rewards our staff with the praise they justly deserve. "

Continued over

The Care Quality Commission, which has replaced the Healthcare Commission, has assessed how well healthcare organisations perform in a number of different areas of interest to patients and the public. The scores below show how many of the assessments the RUH scored well in:

Safety and cleanliness: Patient safety is the RUH's number one priority. The Trust was one of the first to sign up to the National Patient Safety Association's 'Patient First' initiative and has recently brought in the Safer Patient Initiative – a structured process for both identifying patient safety and quality issues within an organisation and for addressing them. It's designed to reduce waste and improving the quality and timely delivery of products and services. The RUH has achieved the target it was set to reduce the incidence of Healthcare Associated Infections and today's results show the Trust to have achieved this nationally set priority. The number of MRSA cases dropped from 35 in 2007/08 to 26 in 2008/09, and the downward trend is continuing. Incidences of Clostridium Difficile across all age groups (post 48 hours) were reduced to 248 against a target of less than 269.

Patient Focus: During the past financial year, the privacy and dignity of our patients was looked at in great detail and this reflected by the fact the CQC gave the Trust the top score possible in the Patient Focus sections – 'compliant' in each category. The National Inpatient Survey found that patients at the RUH felt their privacy and dignity was respected and improvements have continued with the creation of same sex accommodation and bathrooms on wards and the introduction of the Patient Experience Tracker. This is a handheld device which allows patients to answer questions about their care in real time and the information can then be used to make changes or address issues.

Waiting to be seen (Indicators): During 2008/09 the Trust worked extremely hard to reduce waiting times and achieved the national target of reducing waiting times from referral to treatment to 18 weeks ahead of many other similar organisations. By the end of March 2009, 90% of admitted patients and 95% of non-admitted were being treated within 18 weeks. Beyond that, almost 67% of patients were admitted for planned surgery and procedures within 13 weeks of seeing their GP. In August 2009 (the most recent figure available) we exceeded the national target with over 92% of patients being admitted for treatment within 18 weeks.

Managing our Money:

At the end of 2008/2009, the Trust delivered a surplus of £5.6m by achieving internal savings and delivering efficiency plans as well as meeting its responsibility to maintain loan payments on historic debt.

Notes:

***The CQC selected trusts that have seen a rise in their overall quality rating from 'weak' to 'good' over recent years, and that have been rated at least 'good' for financial management this year**

The full results for the RUH and all trusts can be found at: www.cqc.org.uk

The Trust's Chief Executive, James Scott, will be available to be interviewed between 0800 and 0830 on Thursday 15 October. Please contact the Communications Department if you would like to arrange an interview.

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