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## Media Release

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### Health Minister visits Emergency Department and NICU

Health Minister Dr Daniel Poulter visited the Royal United Hospital Bath to see first-hand the care we provide to emergency patients and sick new-born babies.

Dr Poulter, Parliamentary Under Secretary of State for Health, was shown around our Emergency Department, where Consultant Dr Dominic Williamson and Matron Mandy Rumble talked to him about the care we provide to seriously ill patients and those who have suffered trauma.

He also heard about our success getting patients to give their feedback on the care they have received through the national Friends and Family Test.

The test asks patients how likely they are to recommend a ward or Emergency Department to others should they need similar treatment. Our Emergency Department is one of the highest performing nationally, both in terms of numbers of patients responding and the score they give. This feedback is helping us to drive forward improvements in patient care.

Dr Poulter then spoke to nursing staff about our focus on the 6Cs of nursing – Care, Compassion, Competence, Communication, Courage, and Commitment.

Afterwards he visited the Dyson Centre for Neonatal Care, where Consultant Paediatrician Dr Bernie Marden and Lead Sister Debbie Grant showed him around the ground-breaking unit which opened in 2011.

The Minister heard how research has shown that the calm, light environment in the unit is one of the factors which has helped to improve the care babies receive, and the experience for parents and staff.

Chief Executive James Scott said: “We were delighted to welcome Dr Poulter to the RUH and show him some of the great work which is going on in two very different areas of the hospital.

“Our Emergency Department is a very busy place, particularly as we head into Winter, yet continues to perform extremely well by ensuring that patients are assessed and treatment started as quickly as possible, and the Minister commented on how calm it seemed.

“We were also very pleased to be able to show him our neo natal unit, which is providing an excellent level of care in a truly unique environment.”

**Ends**

