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Media Release

RUH maternity care gets the thumbs up from families

Maternity services at the Royal United Hospitals Bath NHS Foundation Trust have been praised by parents in the 2023 National Maternity Survey, which has now been published by the Care Quality Commission (CQC).

The RUH was found to score better than other Trusts in a number of areas, and there was particular praise from parents for the support they received from staff, especially around how they felt involved in decisions around antenatal and postnatal care.

The RUH team was also praised for the mental health support provided to women and birthing people and for treating parents with dignity and respect.

Those surveyed also said they felt listened to, were given plenty of opportunities to ask questions and felt their concerns were taken seriously.

The survey, which went to those who gave birth in February 2023, looked at the whole experience of maternity care, from antenatal appointments through to giving birth and postnatal care.

There were no areas where the RUH scored worse than other trusts who took part in the survey.

Zita Martinez, Director of Midwifery at the RUH, said: "This is really impressive feedback and testament to the continuous hard work and commitment of our staff.

"The people we care for are at the heart of everything we do so it's always great to hear how they feel treated with kindness and compassion by our maternity teams and fully involved in decisions around their antenatal and postnatal care.

“We know we can still improve further though and will continue to proactively ask parents for their views on our maternity service to ensure we continue to provide a positive experience for all new and expectant parents.”

The survey covers births at the RUH’s birthing centre and in our community birth centres in Chippenham and Frome.

On average, approximately 4,500 babies are born each year at the RUH and in our community birth centres.

You can find the full maternity survey report for the RUH on the [CQC website](#).

Ends

Notes to Editor:

At the RUH we’re proud to put people at the heart of what we do, striving to create an environment where everyone matters. Everyone means the people we care for, the people we work with and the people in our community.

We provide a wide range of services including medicine and surgery, services for women and children, accident and emergency services, and diagnostic and clinical support services.

We also provide specialist services for rheumatology, chronic pain and chronic fatigue syndrome/ME via the Royal National Hospital for Rheumatic Diseases which we acquired in 2015.

In 2021, we acquired Sulis Hospital Bath, an independent hospital that provides care for both private and NHS patients. This has enabled us to provide more care for NHS patients, as well as continuing to provide private care to those who choose it. Any additional income earned through private care is reinvested in services for the benefit of the people we care for at both Sulis and the RUH.

We’re currently building a new Cancer Centre at the RUH. The Dyson Cancer Centre, which is set to open in spring 2024, will help transform the care we provide for patients, families and carers.

We work closely with other health and care organisations as members of the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board. We strive to improve the health and wellbeing of the people in our community by working together build one of the healthiest places to live and work.

We are rated 'Good' by the Care Quality Commission (CQC).

For more information about the Royal United Hospitals Bath NHS Foundation Trust visit: www.ruh.nhs.uk