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Media Release

Cancer patients praise RUH for care and support

People being treated for cancer at the Royal United Hospitals Bath NHS Foundation Trust have praised the hospital for the care and support they have received throughout their treatment.

The results of the National Cancer Patient Experience Survey 2025 show the Trust's overall 'experience of care' score rising to 9.2 – above both the national average and the top 'upper expected' range. This marks a fifth consecutive year-on-year improvement for the RUH.

For 14 questions in the survey, the Trust scored above the 'expected' (average) range and there were no questions where the score was below the expected range.

Of the patients surveyed, 99% said they found advice from their main contact at the RUH very or quite helpful. They also said that staff provided them with relevant information on available support.

Patients felt they and their family or carer were involved in decisions about their treatment and said that diagnostic test results were explained in a way they could understand.

The Trust also scored highly for team working and the administration of care.

Ros Helps, Lead Cancer Nurse, said: "We're delighted with these survey results, which reflect the RUH's commitment to supporting the people we care for every step of the way.

"Our staff work incredibly hard to ensure the experience of our patients is at the heart of everything we do and to drive sustained improvements.

"Our Dyson Cancer Centre helps us to provide our patients with enhanced care, acting as a cancer services hub for over 500,000 people in the south west, and we regularly receive positive feedback from patients about the building and its facilities.

“These results are a testament to the hard work and dedication of our staff and our determination to consistently deliver the highest quality care and outcomes for our patients.

“While we are pleased to receive such positive feedback, we are not complacent and are always looking to identify ways to further improve the experience we offer our patients.”

The National Cancer Patient Experience Survey 2025 is commissioned and managed by NHS England. It aims to monitor progress on cancer care, provide information to support local quality improvements and to assist commissioners and providers of cancer care.

The 2025 survey involved 130 NHS Trusts and over 64,000 responded to the survey.

You can find more information and a breakdown of results for each Trust on the National Cancer Patient Experience Survey website - <https://www.ncpes.co.uk/>

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.

Our new Dyson Cancer Centre brings together many of the RUH's cancer services under one roof to provide a cancer services hub for over 500,000 people in the South West. The centre includes the RUH's oncology, chemotherapy and radiotherapy services, a 22-bed inpatient ward, a dedicated pharmacy, research team and nuclear medicine and physics teams.

A key feature of the new centre is the Macmillan Wellbeing Hub. The three-storey hub provides a welcoming, non-clinical space designed around the needs of patients and their families. It also includes comfortable accommodation where relatives and loved ones can stay overnight.

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