

19th May 2010

PRESS RELEASE – Embargoed until 19 May 2010

Care Quality Commission finds high level of patient satisfaction at the RNHRD NHS FT

Findings from the Inpatient Survey 2009, published today by the Care Quality Commission, demonstrate that patients from the Royal National Hospital for Rheumatic Diseases NHS Foundation Trust, also known as the Min, report a high level of satisfaction with the overall quality of care and award the trust the best scores nationally for 7 of the questions.

316 patients who were inpatients at the RNHRD in 2009 completed the survey. They were asked a range of questions covering areas relating to; care and treatment, cleanliness, mixed sex accommodation, waiting times, quality of food, complaints, and overall experience.

The Min was rated in the top 20% of trusts overall for the following questions;

- Did you feel you were treated with respect and dignity while you were in hospital?
- How would you rate how well the doctors and nurses worked together?
- Overall, how would you rate the care you received?
- While in hospital, were you ever asked to give your views on the quality of care you received?
- Did you see any posters or leaflets explaining how to complain about the care you received?
- Did you want to complain about the care you received in hospital?

The Min achieved the best scores nationally for the following 7 questions;

- Was your admission date changed by the hospital?
- Did you ever share a sleeping area with patients of the opposite sex?
- Did you feel threatened during your stay in hospital by other patients or visitors?
- Were you offered a choice of food?
- Did a member of staff explain how the procedure had gone?
- Did you receive copies of letters sent between hospital doctors and your family doctor?
- While in hospital, were you ever asked to give your views on the quality of care you received?

“These are excellent results for people who live in this area and need the services provided by our hospital. We are committed to providing high quality care.” said Kirsty Matthews, Interim Chief Executive.

“We value feedback from our patients as this helps us to make improvements in the standards of care delivered by our staff. We would like to thank all the people who took the time to complete the questionnaire”.

“Our staff are dedicated to providing excellent, safe services and a positive experience for our patients. It’s thanks to their hard work that our patients continue to report a high level of satisfaction with the quality care they receive.

ENDS

Press contact: Hayley Sewell 01225 465941 ext 366, hayley.sewell@rnhrd.nhs.uk

Notes to Editors:

- The RNHRD NHS FT provides local and national specialist rehabilitation and rheumatology services in Bath and local community hospitals. We provide services to adults, children and young people our staff have expertise in general and complex
 - Rheumatological and Musculoskeletal conditions
 - Neurological rehabilitation
 - Pain Management
 - Chronic Fatigue Syndrome/ME
 - www.rnhrd.nhs.uk