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Media Release

RNHRD amongst the top Trusts in the country for treating people with dignity and respect

Findings from the from the Outpatient Survey 2009, published today by the Care Quality Commission, puts the Royal National Hospital for Rheumatic Diseases, also known as the Min, amongst the top 20 per cent of Trusts in the country for patients feeling that they have been treated with dignity and respect.

163 acute and specialist Trusts across England were involved in the survey.

The results find the RNHRD in the highest 20 per cent of Trusts in the England for over seventy per cent of the questions involved in the survey.

595 adults who used the outpatient department at the RNHRD during Spring 2009 responded to a range of questions which covered areas relating to; the cleanliness of the department, whether they had confidence or trust in the doctor examining and treating them, whether the doctor was aware of their medical history, whether they were given enough privacy in the appointment, and whether they were involved in decisions about their care or treatment.

The RNHRD achieved the highest score for all Trusts nationally for the following questions:

- Were you given enough privacy when discussing your condition or treatment?
- Were you given enough privacy when being examined or treated?
- Were you involved as much as you wanted to be about decisions about your care or treatment?
- If you had an important question to ask [another professional] did you get the answers that you could understand?
- Did you receive copies of letter sent between hospital doctors and your family doctor?

Kirsty Matthews Chief Executive at the RNHRD said:

“These are fantastic results for the Min and reflect the commitment of our staff to provide a positive experience for our patients.

“In order to continually improve and develop our services it is important that we listen to what our patients say about their care and treatment so that we can continuously improve our services to meet their needs.”

Tanya, from Devizes, is a patient at the RNHRD and said:

“The Min is a wonderful hospital. I have always been treated with the best care both emotionally and physically. The continuity of the Doctors, nurses and staff is amazing and reassuring. They are always knowledgeable about my case medically and as an individual. I couldn't imagine a better place to be when you are unwell.”

ENDS

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Notes for Editors:

- The RNHRD NHS FT is a national specialist rehabilitation and rheumatology hospital based in bath. Offering services to adults, children and young people the Trust has expertise in general and complex:
 - Rheumatological and musculoskeletal conditions
 - Neurological rehabilitation
 - Chronic pain management
 - Chronic Fatigue Syndrome/ME
 - www.rnhrd.nhs.uk
- The Care Quality Commission is the independent regulator of health and social care services in England. This is the third outpatient survey of adult outpatients in NHS Trusts in England. <http://www.cqc.org.uk>