

13th May 2009

PRESS RELEASE

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

Findings from the Inpatient Survey 2008, 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.

The results of the survey put the RNHRD amongst the top 20% of Trusts in the country for seeking patients' views on the quality of their care, and treating patients with dignity and respect.

307 patients who were inpatients at the RNHRD in 2008 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 RNHRD came above average in five of the seven areas in the survey relevant to the Trust, and was not rated below average in any category.

Findings from the survey also place the Trust in the top 20% in the country for;

- single sex accommodation
- hospital cleanliness
- confidence in the Trust doctors carrying out treatment
- involving patients as much as they wanted to be in decisions about their care
- involving patients in decisions about their discharge from hospital
- patients receiving copies of letters sent between the hospital and family doctor
- being able to find a member of staff to talk to about worries or fears
- satisfaction with hospital food, and enough help from staff at meal times
- knowing how to make a complaint

"These are excellent results for people who 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 contributes to improvements in the standards of care delivered by our staff.

"Our staff are dedicated to providing excellent 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.

The RNHRD has been rated 'excellent' for quality of services by the Healthcare Commission for the past three years.

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Notes to 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 Inpatient Survey 2008 is the sixth national survey of adult NHS inpatients and involved 165 acute and specialist NHS Trusts in England. The survey was completed by over 72, 000 people who stayed at least one night in a hospital during summer 2008. It is one of the biggest surveys of the experience of NHS hospital patients www.cqc.org.uk