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PRESS RELEASE

MIN SCORES HIGHLY IN SURVEY OF INPATIENTS

Inpatients at Bath's Royal National Hospital for Rheumatic Diseases NHS Foundation Trust, locally known as 'the Min', have expressed a high level of satisfaction with the hospital's services according to a survey published by the Care Quality Commission.

300 patients who were inpatients at the RNHRD in the autumn of 2010 completed the survey, a response rate of 62% compared with 50% nationally. 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.

There were 60 questions relevant to the services provided by the hospital. The 'Min' scored in the top one fifth of hospitals nationally for 47 questions including all those relating to overall care such as 'Did you feel you were treated with respect and dignity while you were in hospital?' and 'Overall how would you rate the care you received?'

The hospital achieved the best scores nationally for eight questions including 'Upon arrival did you feel that you had to wait a long time to get a bed on a ward?' and 'Were hand gels available for patients and visitors to use'.

RNHRD Chief Executive, Kirsty Matthews said: "We welcome feedback from our patients. The results of this survey are a vote of confidence from our inpatients in our hospital staff and the services we provide. We work hard to achieve and maintain high standards, and the survey indicates we are doing this and we will continue to build on the progress we have made."

ENDS

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Note for editors: The survey was carried out at every NHS hospital trust in England and the results were published by the Care Quality Commission on April 21 2011.

- 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