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Press Release

RNHRD LEADS THE WAY IN TREATING OUTPATIENTS WITH DIGNITY AND RESPECT

The latest Outpatient Department Survey results published by the Care Quality Commission (CQC) show the Royal National Hospital for Rheumatic Diseases Foundation Trust (RNHRD NHS FT) continues to lead the way in treating patients with dignity and respect.

The Bath based hospital, known locally as the 'Min' received the highest survey score achieved for all trusts for the question 'Were you given enough privacy when discussing your condition or treatment?' and was scored amongst the top 20 per cent of trusts for the question 'Were you treated with respect and dignity at the Outpatients department?'

The RNHRD is the smallest acute specialist trust in England, and specialises in rheumatology, neuro rehabilitation, chronic fatigue and pain management, as well as providing diagnostic services. The hospital receives around 25,000 outpatient visits each year.

Kirsty Matthews, Chief Executive says: "We are proud of our reputation as a clean, safe hospital that treats patients as individuals. We work hard to provide a welcoming environment where patients are comfortable discussing all aspects of their care confident in the knowledge that our expert clinical team will listen to them."

"We also recognise from the survey results that when we benchmark ourselves against other trusts our overall performance is about the same as or better than other trusts but there are some areas where we could improve our performance and we will work hard to address these."

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This was the fourth survey of adult outpatients in NHS trusts in England carried out by the Care Quality Commission. The CQC surveyed 163 acute and specialist NHS trusts and received responses from more than 72,000 patients who had recently used their local health services.

The results from the RNHRD are based on 578 respondents who were asked a total of 50 questions, with 39 of the questions scored for benchmarking purposes. The questions dealt with different aspects of the care and treatment patients received at the RNHRD and covered

- During the appointment
- Waiting
- Hospital environment and facilities
- Tests and treatment
- Seeing a doctor
- Seeing another professional
- Overall about the appointment
- Leaving the outpatients department
- Overall impression

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Press Contact: Caroline Kenny Marketing and Communications officer
RNHRD 01225 465941 ext 278 caroline.kenny@rnhrd.nhs.uk

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

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- The Care Quality Commission is the independent regulator of health care and adult social care services in England. The benchmark results, containing scored standardised results displayed against all those from all other trusts are available on the CQC website <http://www.cqc.org.uk/>
- Benchmark results for the RNHRD across the different sections are summarised below:

Section heading	Score out of 10 for your trust	How this score compares with other trusts
Before the appointment	7.63	about the same
Waiting in the hospital	4.62	about the same
Hospital environment and facilities	8.69	about the same
Tests and treatments	7.99	about the same
Seeing a doctor	9.07	about the same
Seeing another professional	8.92	about the same
Overall about the appointment	8.45	about the same
Leaving the outpatients department	7.61	Better
Overall impression	8.98	about the same

- The CQC carried out the survey to gain a better understanding of what patients think about their care and treatment, in order to improve the quality of the services that the NHS delivers.