

16th April 2013

Press Release

RNHRD PERFORMING BETTER THAN MAJORITY OF TRUSTS ACROSS A RANGE OF MEASURES IN CQC ADULT INPATIENTS SURVEY 2012

Survey results published today by the Care Quality Commission (CQC) report high levels of satisfaction amongst inpatients at the Royal National Hospital for Rheumatic Diseases NHS Foundation Trust (RNHRD)

The RNHRD is described as performing better than most other trusts in the country across seven out of the eight relevant categories of the survey and the hospital received the highest score for trusts for the category 'overall views and experience' and 'waiting to get a bed on the ward'.

The Survey of Adult Inpatients 2012 asks patients at NHS Trusts a range of questions about different aspects of the care and treatment they received during their time as an inpatient. Results are grouped together into categories such as 'care and treatment', 'doctors', 'nurses' and 'the hospital and ward'. The CQC identifies whether a trust performs 'better', 'worse' or 'about the same' as the majority of other trusts.

As well as performing strongly across a wide range of aspects of inpatient care, the Bath based hospital, known locally as the 'Min' achieved the highest scores for trusts surveyed for ten of the 62 relevant questions, including response to call buttons, explaining how an operation or procedure had gone and writing letters 'in a way that you could understand'.

High scores were achieved for 'treating patients with dignity and respect' in line with the recently published CQC report 'Time to listen – In NHS hospitals: Dignity and nutrition inspection programme 2012' which found that all the essential standards of quality and safety are being met at the 'Min'.

Kirsty Matthews, CEO of the RNHRD said "We have always been proud of the patient experience at the RNHRD and it is pleasing to have this reflected in patient's views and recognised by external scrutiny. Our staff will continue to put patients' needs first and I am grateful for their hard work and dedication."

Ends

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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
 - Chronic pain management
 - Fatigue Management (CFS/ME and cancer survivorship fatigue)
 - www.rnhrd.nhs.uk
- The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England. www.cqc.org.uk
- CQC Survey of Adult Inpatients 2012 surveyed patients 16 or older who had spent at least one night in a hospital and were not admitted to psychiatric or maternity units.
- RNHRD results are based on 231 inpatients that completed the survey; this represents a response rate of 59%.
- Questions where the RNHRD received the achieved the highest scores of any surveyed trust:
 - Was your admission date changed by the hospital?
 - From the time you arrived at the hospital, did you feel that you had to wait a long time to get a bed on the ward?
 - After you used the call button how long did it usually take before you got help?
 - Afterwards, did a member of staff explain how the operation or procedure had gone
 - Were you given enough notice about when you were going to be discharged?
 - Was your discharge delayed due to wait for medicines/to see doctor/for ambulance
 - How long was the delay?
 - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?
 - Were the letters written in a way that you could understand?
 - Did you see or were you given any information explaining how to complain to the hospital about the care you received?