

Media Release: 25th May 2010

Trust excels in Inpatient Survey performance

Birmingham Women's has achieved an excellent performance in the recent Care Quality Commission's Inpatient Survey. In almost half of all questions the Trust was in the top 20% of Trusts nationally achieving higher than average scores for patient satisfaction.

The Inpatient survey helps to gather the views of adult inpatients and asks about the experiences of people admitted to hospital. It covers the issues that patients consider important in their care. In turn, we are able to use the results from the survey to understand the experiences of our patients and help improve our performance.

Out of the 10 sections which focused on all aspects of care in hospital including arrival to hospital, waiting times, care and treatment and overall experiences, the Trust achieved an improved result on last years figures with higher than average scores for 6 out of the 10 categories.

Chief Executive Steve Peak commented, "*We are very pleased with the results for the 2009 survey and it is thanks to the teams across the organisation for ensuring that our patients are well cared for, treated with respect and feel informed. As always the Trust is never complacent and we will be looking at the results closely to see where we need to make improvements and changes for our patients.*"

For full details of the Survey findings and scores for the Women's Hospital, please go to the following link: http://www.cqc.org.uk/publications.cfm?fde_id=15643

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