



A lifetime of specialist care

PRESS RELEASE

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Royal Brompton Hospital rated one of best performers for medical care

A country-wide NHS survey has revealed that Royal Brompton Hospital is one of the best performers for medical care.

Inpatients rated the overall experience of care at Royal Brompton & Harefield NHS Foundation Trust as “better than expected” when compared with other trusts, according to results from the Care Quality Commission (CQC) national adult inpatient survey.

The Trust was ranked as one of the best performers for medical care, with inpatients rating it “much better than expected”.

The findings are based on the replies of more than 620 patients who stayed at Royal Brompton or Harefield Hospitals for at least one night in July last year. The Trust was one of 12 to be rated better or much better than expected, out of the 148 NHS trusts in England which took part in the survey.

Questions covered waiting lists and admissions, the hospital and ward, doctors, nurses, care and treatment, operations and procedures, leaving hospital and overall impressions of their stay.

This year’s results show significant improvement with the Trust scoring “better” than other trusts on eight more questions than last year. These improvements were in areas such as providing information about conditions or treatments, giving patients a clear idea about what would happen with their care after leaving hospital, and making sure experts were on hand to answer questions if patients were worried about their condition or treatment after discharge.

Jan McGuinness, director of patient experience and transformation and acting chief operating officer, said: “This survey is a valuable opportunity to find out from patients what they think we do well and where we can improve, and our results are very encouraging indeed.

“We believe patients deserve the best possible specialist care for their heart or lung condition and it is only by listening to them that we can truly understand how they experience a stay at one of our hospitals. We will use this survey, along with other forms of feedback, to spread good practice and continue making improvements.”

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Royal Brompton & Harefield NHS Foundation Trust is the UK's largest specialist centre for the treatment of heart and lung disease. Working from two sites, Royal Brompton Hospital in Chelsea, West London, and Harefield Hospital, near Uxbridge, the Trust has an international reputation for the expertise of its staff, high standard of care and research success. Experts at the Trust help patients from all age groups who have heart and lung problems and provide some of the most complex surgery and sophisticated treatments available anywhere in the world.

The Trust is the UK's largest centre for the treatment of adult congenital heart disease and is the country's leading provider of specialist respiratory care. Over the years the Trust has been responsible for major medical breakthroughs, such as the UK's first combined heart and lung transplant. It established the UK's first adult service for cystic fibrosis, which is now one of Europe's biggest treatment centres for the condition, and has pioneered the use of primary angioplasty for the treatment of heart attacks. Today the Heart Attack Centre at Harefield has one of the fastest arrival-to-treatment times in the UK, a crucial factor in patients' survival.

As a member of the Academic Health Science Centre (AHSC), in collaboration with Imperial College London, Imperial College Healthcare Trust and The Royal Marsden NHS Foundation Trust, the Trust helps to drive innovation and improved care for over 1.1 million patients each year in North West London, by aligning the research, education and clinical services of the partner organisations. For further information, visit www.rbht.nhs.uk