

**For the Record – Press Statements**

<b>Publication</b>	Bill Etheridge UKIP Campaigns page
<b>Date of article</b>	22/07/2013
<b>Reporter</b>	Bill Etheridge Facebook comment
<b>Headline</b>	NA
<b>First paragraph/s of article</b>	Since the coverage I recently gained for criticising the way Russells Hall hospital in Dudley is run I have been contacted by several people with real horror stories about the way they or their family have been treated at this institution.
<b>Press enquiry</b>	NA
<b>Trust response</b>	
<p>COMMENT FROM JOHN EDWARDS, CHAIRMAN OF THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>Over the past 10 days Mr Etheridge has been featured in the media using his previous position as a Governor to gain coverage. During his time as a Governor at the Trust his attendance at statutory Council meetings was sporadic and therefore he is unaware of much of the excellent work done by the Council of Governors. He resigned as Governor because he was opposed to the hospital parking charges and we respected his position on this. At no time did he raise issues of patient care with Trust management.</p> <p>When our local elected MPs and Councillors hear about complaints from patients we work with them on each case so that we can fully investigate, apologise and learn which enables us to improve care and patient experience going forward. This is very successful and our local elected representatives use this system regularly and it also helps complainants by providing an advocate for them. Mr Etheridge is proposing to gather a file from complainants, which he says he will send to the press. As a result the patients and their families will not benefit from an investigation into their concerns and are likely to see their personal stories played out in the media which may not be what they wanted.</p> <p>We would encourage anyone with a complaint about services or care to come direct to the Trust; the Patient Advice and Liaison Service (PALS), the Complaints team or direct to the Chief Executive, Paula Clark. In this way we can ensure concerns are fully investigated, face-to-face meetings can be held and resolution for complainants can be made wherever possible. Patients can also contact the Independent Complaints Advocacy Service (ICAS) if they feel they have not received the service they expect from the NHS and want to complain.</p>	