

6<sup>th</sup> January 2010

### **Hospital trust reassures patients who have had operations postponed**

Local hospital patients who have had operations postponed in the past few weeks are being reassured they will be seen at the earliest possible opportunity.

The pledge has been made by hospital bosses who are dealing with extremely high volume of emergency patients being admitted.

Bosses have said they are doing everything they can to clear the backlog and are urging for people to be patient.

Paula Clark, Chief Executive of The Dudley Group of Hospitals NHS Foundation Trust, said patients would be seen as soon as possible.

“We know that preparing yourself to come into hospital for an operation can be distressing which is why we will only postpone an operation as a last resort,” she said.

“I’d like to take this opportunity to apologise to anyone who has been inconvenienced and to reassure them they will be seen at the earliest possible opportunity.

“This winter is proving especially busy and has been exceptional because of the cold weather, chest problems and flu.

“People can help us by only making 999 calls in life-threatening cases. Often illnesses can be treated at home or by visiting local walk-in centres.

“People can find out more information by calling NHS Direct on 0845 4647 or by logging on to [www.nhs.uk](http://www.nhs.uk)”

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For more information, please call Jonathan Wood, Communications Officer for The Dudley Group of Hospitals NHS Foundation Trust, on (01384) 321064.