

For the Record – Press Statements

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Date of article	7 th November 2013
Reporter	Andrew Turton
Headline	Patients rank hospital trusts highly in survey
First paragraph/s of article	<p>HOSPITAL trusts serving Dudley and the Wyre Forest area ranked highly among patients attending their accident and emergency departments, a new survey revealed today.</p> <p>Dudley Group of Hospitals NHS Foundation Trust, which manages Russells Halls Hospital, and Worcestershire Acute Hospitals NHS Trust scored well among the region's best.</p>
Press enquiry	<p>The Express and Star has got in touch regarding the A&E Friends and Family Test results. The Dudley Group's score for A&E is second best in the area.</p> <p>Question: Would the Trust like to comment?</p>
Trust response	
<p>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE OF THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>The NHS Friends and Family test is an important opportunity for all our patients and those of every hospital trust across England to provide feedback on the care and treatment they receive and to improve services.</p> <p>We are thrilled that our patients rate us higher than the national average, giving us a score of 59 for our accident and emergency services, and that this places us second highest in the Black Country. We will continue to use this data along with our real time comments and surveys to help improve our services.</p> <p>Some of the compliments we've received from patients visiting our A&E include:</p> <p>"The patients came first and the staff were lovely even when under pressure – keep up the good work."</p>	

Wonderful, caring treatment. Thank you very much.”

“The service was second to none and the triage nurse was friendly and helpful.”

“The staff were all courteous and considerate – the care was prompt and thorough.”

“The visit was perfect. No waiting, I was seen immediately and the staff were lovely.”

The Friends and Family Test is just one of the many ways we collect feedback from our patients. In 2012 we received over 10,000 pieces of feedback from patients, including complaints, compliments, real time surveys and the FFT which we have run in pilot form for 12 months before its national launch in April this year.

Patients do not have to take part in the survey, but it really helps us to make sure that we continue to provide the best services possible by listening to and acting on your feedback.

ENDS