

## For the Record – Press Statements

<b>Publication</b>	Express & Star
<b>Date of article</b>	7 <sup>th</sup> October 2013
<b>Reporter</b>	Louise Jew
<b>Headline</b>	Tasting bid to improve hospital meals
<b>First paragraph/s of article</b>	<p>A hospital is holding special tasting sessions with patients in a drive to improve food after getting a low rating for its quality.</p> <p>Russells Hall Hospital in Dudley scored lower than the national average for ‘food and hydration’ in a new inspection called Patient-Led Assessments of the Care Environment (PLACE).</p>
<b>Press enquiry</b>	<p>The Express and Star attended Board on 3<sup>rd</sup> October 2013 where it was stated that our patient-Led assessments of the Care Environment (PLACE) scores are above the national average except the food score, which is significantly lower than the national average and below that of our neighbouring trusts.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1. How are the PLACE scores derived?</li> <li>2. Why is the food score so low?</li> <li>3. What are we doing about improving it?</li> </ol>
<b>Trust response</b>	
<p>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE OF THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>The Dudley Group NHS Foundation Trust is thrilled is has scored higher than the national average in three of the four areas of the new Patient–Led Assessments of the Care Environment (PLACE) inspection regime.</p> <p>The new national regime introduced this year to ensure patients are at the centre of all inspections of hospital environments, look at the things that matter most to patients – being treated in clean, safe environments, tasty nutritious food, and high standards of privacy and dignity.</p> <p>PLACE teams scored Russells Hall Hospital against 150 standards to give a score for each of cleanliness of wards (including bathrooms, furniture, fixtures and fittings),</p>	

condition and appearance of sites, patients' privacy, dignity and wellbeing, and food and hydration.

We scored slightly lower than the national average for food and hydration (78.36% against the national average of 85%) but this is something we are already committed to improving. We are carefully analysing the PLACE data to better understand why this score is low.

We have already held tasting sessions with public and patients to help us make our decision about what elements of food provision we need to improve. We are also analysing patient feedback on a weekly basis and making improvements and menu changes on the basis of their comments. We are also reviewing other trusts who scored higher than the national average so that we can learn from them. Nutrition and hydration is also one of our quality priorities which is helping us to ensure consistently high standards of care in these areas.

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