

For local media

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## **PRESS RELEASE**

### **Dudley best in the country for meeting A&E target**

The Dudley Group has the best performing A&E in the country with 99.4 per cent of patients at Russells Hall Hospital being seen, treated, admitted or discharged within four hours of arrival.

The latest figures published by NHS England for A&E Attendances and Emergency Admissions show that in the week ending 8<sup>th</sup> March 2015 the Trust topped the national 'league table'.

The figures mean the Dudley Trust is one of only 29 to meet the Government's target to achieve 95 per cent or higher.

"We are really proud of our staff who are working as a Trust-wide team to consistently ensure patients get the right care as quickly as possible," said Paula Clark, Chief Executive for The Dudley Group.

"This is great news for our patients because this achievement places us amongst the very best in the country for quality of care and performance."

Paula attributes a change in culture among staff for the consistent good performance.

"Everyone from A&E staff to ward teams and bed managers focus totally on providing quality patient care," added Paula. "Meeting targets are left for executive directors to worry about. Staff on the frontline concern themselves only with providing the very best care to our patients."

The achievement has also been helped by the new Dudley Urgent Care Centre, which will replace the walk-in centre on 1<sup>st</sup> April 2015 to provide a service to patients who need urgent care but not emergency treatment.

We have been piloting the urgent care centre since 1<sup>st</sup> March 2015 which means all patients who arrive at A&E have been 'streamed' to receive the most appropriate care i.e. either in A&E or in the urgent care centre.

The urgent care centre, accessed via the Emergency Department at Russells Hall Hospital, is expected to help future capacity in A&E ensuring our emergency teams

will see and treat only those patients with a life-threatening condition or real emergency.

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