

For the Record – Press Statement

Publication and reporter	Express & Star, Jessica Labhart
Date of article	29.06.17
Headline	Long wait ordeal for patients
Paragraph/s relating to The Dudley Group	<p>Almost 800 people had to wait up to an hour to be admitted into A&E from ambulances across the region from January to March this year, according to new figures.</p> <p>Diane Wake, chief executive of the Dudley Group NHS Trust, said: “During January 2017, the volume of ambulances and the pattern of their arrival was at times very challenging. “However, we always prioritise all patients who need urgent medical attention according to their clinical need.”</p>
Press enquiry	The Trust was contacted by the Express and Star in relation to ambulance handover times. The Trust was asked to comment on figures which showed that in January 2017 The Dudley Group had the highest number of handovers between 45 minutes and an hour in the region.
Trust response	
<p>COMMENT FROM DIANE WAKE, CHIEF EXECUTIVE, THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>We work closely with our colleagues at West Midlands Ambulance Service (WMAS) to make sure that patients who arrive by ambulance at A&E are assessed, treated and handed over as quickly and efficiently as possible.</p> <p>When patients arrive, they are immediately brought into our dedicated ambulance triage area by a member of WMAS staff. Here they are assessed by one of the Trust’s triage nurses and receive initial treatment, if required. Patients do not wait outside in ambulances during the handover period but are accompanied by a member of WMAS staff until their care is officially ‘handed over’ to our A&E team. Our staff work with WMAS during this time to maintain patient safety.</p> <p>During January 2017, the volume of ambulances and the pattern of their arrival was at times very challenging. During these times of peak demand, ambulance crews did sometimes wait longer than we would expect. However, we always prioritise all patients who need urgent medical attention according to their clinical need.</p> <p>We closely oversee ambulance turnaround times throughout the day at our operational meetings involving key people such as clinical site co-ordinators,</p>	

matrons, senior managers and the Hospital Ambulance Liaison Officer (HALO).

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Notes for editors

- NHS England definition: The start time of the handover is defined as the time of arrival of the ambulance at the A&E department. The end time of the handover is defined as the time of handover of the patient to the care of A&E staff.

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