

For the Record – Press Statement

Publication and reporter	Express & Star, Alex Ross
Date of article	16.02.18
Headline	Shocking rise in number of hold-ups at hospital
Paragraph/s relating to The Dudley Group	<p>Ambulance crews had to wait more than an hour to hand over patients to A&E at one hospital on more than 450 occasions in a month.</p> <p>The situation at Russells Hall Hospital in December has dramatically worsened year-on-year.</p>
Press enquiry	<p>The Express & Star contacted the Trust in relation to ambulance turnaround times published by West Midlands Ambulance Service. The report showed that there were 458 occasions in December of ambulances facing turnaround times of more than 60 minutes.</p> <p>They asked why the situation was so much worse in December and what is being done to help the situation.</p>
Trust response	
<p>COMMENT FROM KAREN KELLY, CHIEF OPERATING OFFICER, 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>Those requiring urgent clinical attention are always given priority to ensure they receive the care and treatment they need as soon as possible.</p> <p>The pressure on our emergency services has been consistent throughout the last 12 months. During December 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>As always, our extremely hard working staff continue to go above and beyond to ensure that patients are safe and cared for appropriately.</p> <p>Our turnaround times have improved greatly since December. We continue to work across the health economy which includes representation from WMAS on how best to</p>	

ensure our patients receive the appropriate care needed.

Once it is opened, the brand new emergency treatment centre will help reduce ambulance handover times as we are increasing our ambulance triage bays from four to 12.

***** ENDS *****

Notes for editors

For further information please contact Jackie Dietrich, for The Dudley Group NHS Foundation Trust via 01384 244403 or email dqft.communications@nhs.net.