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PRESS RELEASE

Directors step into the shoes of front line staff

Directors at The Dudley Group of Hospitals have gone 'back to the floor' to work alongside frontline hospital staff after calls for the Trust's leaders to be more visible.

Director of Operations and Transformation Richard Beeken dished up a surprise to ward staff after he donned an apron and hair net to serve patients their food at lunch time.

Finance head Paul Assinder swapped his calculator for a walkie talkie to patrol the grounds at Russells Hall Hospital with Trust Security.

Richard, who completed a one-day food handling course in preparation for his 'back to the floor' shift, worked alongside housekeeper Barbara Rowley serving food to patients on Ward C7.

He was keen to see how patients' nutritional needs are catered for.

"I wanted to check how the Trust does on a daily basis in terms of serving 750 patients and meeting their food and nutritional needs," said Richard.

Chair of the newly-formed Nutrition Working Group set up to look at how The Dudley Group delivers nutritional value and offers patients quality, choice and taste, Richard was pleased by what he saw.

"I was hugely impressed at the standards the housekeeper maintained and expected of others," he said.

"I was also impressed by the lead nurse and her senior nursing team for the responsibility they took in meeting patients' nutritional needs particularly on a gastro ward, which can't be easy."

Paul Assinder's half day shift with a security guard was an eye opener for the Director of Finance.

"I was only observing but I was very impressed at the sensitivity shown by six-foot strapping guys towards patients and how they treat them with such dignity – especially in situations where they are given physical and verbal abuse," said Paul.

"They do a tremendous job for us and perhaps they don't get the recognition they deserve."

Richard and Paul plan to repeat their back to the floor shifts next month alongside Head of Human Resources Annette Reeves who is spending every two months working alongside a ward clerk.

Chief Executive Paula Clark will complete her third shift as a cleanliness support worker in the Emergency Assessment Unit this Wednesday (27th July).

*** ENDS ***

Pictured 1: Director of Operations and Transformation Richard Beeken dishes up a surprise to ward staff as he helps out at meal times

Pictured 2: Director of Finance swaps calculator for walkie talkie to go on the beat with Trust Security

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