

For the Record – Press Statements

Publication	Stourbridge News
Date of article	Thursday 22 nd November 2012
Reporter	Bev Holder
Headline	Fury as Jack, 104, waits 12 hours at A&E
First paragraph/s of article	THE Dudley Group of hospitals has apologised after a 104-year-old Stourbridge man was left waiting from around 10am to 10pm for a ride home after a brief visit to A&E.
Paragraph/s relating to The Dudley Group	N/A
Press enquiry	<p>The reporter is running a story on an elderly man who they said had to wait 12 hours for Ambuline to take him home. He has written to the newspaper to complain.</p> <p>Questions</p> <ol style="list-style-type: none"> 1. Is this the normal routine? 2. Was this an exceptional circumstance? 3. What is the usual procedure for discharging people by ambulance? 4. Why did he wait so long? 5. Could he have been dealt with better?
Also issued to:	NA
Trust response	
<p>Dudley Clinical Commissioning Group (CCG) have a contract with Ambuline to provide non emergency transport for the health economy including patients attending Russells Hall Hospital.</p> <p>Current demand and capacity issues have resulted in some unacceptable delays such as that experienced by Mr Jones. We are extremely sorry that Mr Jones experienced such a significant wait for his transport home and apologise for this.</p> <p>Following meetings between all parties to discuss the current demand and capacity issues, changes have been instigated including temporary investment in an additional crew.</p>	

With this change and other changes to be introduced in the coming weeks, both the Trust and Ambuline expect patients to see an improvement in the service performance.