

For the Record – Press Statements

Publication	Dudley News
Date of article	17/07/2013
Reporter	Martyn Smith
Headline	Hospital probe blast for Trust
First paragraph/s of article	STAFF shortages and a failing complaints process are among the findings of a major investigation at a Dudley hospital.
Press enquiry	In response to The Dudley Group’s statement following Jeremy Hunt’s address to Parliament, the Dudley News asked the following questions: 1) What is the Trust doing about nurse staffing levels? 2) What is the Trust doing about patient complaints?
Trust response	
<p>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE, THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>We are pleased to say the Keogh Review team found our staff were committed, loyal, passionate, caring and motivated.</p> <p>The review team was satisfied with nursing levels and skill mix in the specialist areas, including paediatrics and neonatal but general areas needed looking at.</p> <p>We have spent £7.5 million on nurse staffing in the last three years and £700,000 is going into the budget for this year. We are currently advertising for 18 new nurses.</p> <p>The Association of UK University Hospitals’ safer nursing tool is helping us to assess the increasing dependency of patients and the required nursing levels to look after them. We will have the results of that assessment next month. We have at least one qualified nurse for every eight beds.</p> <p>All our care assistants provide essential basic nursing care including nutritional support. They are all trained to NVQ 2 or NVQ 3 and don’t go onto the wards until</p>	

they are trained. They also receive additional on the job training.

Listening to our patients is at the centre of everything we do at The Dudley Group and we have a robust mechanism for capturing patient feedback.

Each year we receive more than 10,000 pieces of patient feedback, both good and bad, and we use that information to make the experience and care better for the 730,000 patients who come through our doors every year. As Chief Executive I have an open door policy and I'm always happy to meet with complainants and I also sign every patient complaint letter.

But we know from our patients we need to do more and recently we held a patient experience listening event. We are in the process of analysing their feedback and coming up with an action plan.

We have also reviewed our complaints procedure to leave the door open so that patients feel they can always come back to us until they are happy with how we have handled their complaint.

*** ENDS ***