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### **MP Margot volunteers at Dudley hospital for an insight into work of frontline staff**

MP Margot James rolled up her sleeves today and got a taste of life working on the front line in a busy general hospital.

The MP for Stourbridge donned red volunteers' polo-shirts to spend a day shadowing staff at Russells Hall Hospital in Dudley.

Margot's day kicked off with a shift shadowing Assistant Portering Manager Paul McGarry in the Emergency Department followed by an afternoon session alongside Clinical Support Worker Barbara Mason on the Trust's acute medical ward.

"The only way you can understand people's jobs and how they deliver a service is by getting involved. It was very important for me to spend time with the staff who are providing vital services in our hospital, to make sure my understanding of the challenges they face is as good as it can be," said Margot.

"The media rarely report the day to day realities of the NHS, except when there is a crisis, so the overall impression can be too negative. I welcomed the opportunity to see at firsthand what goes on so that I can help to present a more balanced view."

On the acute medical ward, Margot was shown how the Trust measures care and displays information for patients including the Friends and Family Test results and the number of days a ward has gone without a patient developing a hospital acquired pressure ulcer.

She also visited the hospital's state-of-the-art endovascular theatre, which she opened in March 2012, where life saving aneurysm repair operations takes place.

"It's been a very rewarding and inspiring experience. I was very impressed with the commitment among the staff I met and reassured by the patients I talked to about their experience at Russells Hall Hospital," added Margot.

"I was fortunate enough to be taken around the hospital by Paul McGarry which has given me a real snapshot of the many types of patients you see in hospital – we've seen patients from the age of two months to 92 years.

"The whole experience has been a real eye opener into what it's really like to work in a busy hospital, and it's been great to see how the different medical professionals and different departments work together to serve the patients."

Paula Clark, Chief Executive of The Dudley Group NHS Foundation Trust, said she was delighted Margot James took time out of her busy Parliamentary schedule to visit the hospital.

"Margot always takes a great interest in the work we do and we are very pleased to be able to show her, first hand, how we strive to give our patients the best possible experience," said Paula.

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For more information contact Jackie Dietrich, Communications Manager, The Dudley Group NHS Foundation Trust, on (01384) 244403.