

**For the Record – Press Statements**

<b>Publication</b>	Dudley News
<b>Date of article</b>	25 <sup>th</sup> April 2013
<b>Reporter</b>	Martyn Smith
<b>Headline</b>	Borough MP takes hospital death rate fears to top of NHS
<b>First paragraph/s of article</b>	<p>A BOROUGH MP has taken his fears about death rates at Russells Hall Hospital to the top of the NHS.</p> <p>Ian Austin met with NHS Medical Director Bruce Keogh on Tuesday (April 23) to hand over a dossier of stories from patients about their experiences in the wake of statistics showing the hospital's death rates were higher than the national average.</p>
<b>Press enquiry</b>	The Express and Star would like a response on MP Ian Austin's fears about high mortality indices at the Trust.
<b>Trust response</b>	
<p>The most recent data from Dr Foster (April – Sept 2012) shows the Trust mortality index as 100 which is well within the expected range. Similarly, the SHMI, the Department of Health's own measure, shows a continuing improvement over the last year and is within the expected range at 1.04 (July 2011 – June 2012).</p> <p>Indeed the overall number of deaths continues to decline against the backdrop of an ageing population with complex health needs.</p> <p>I would like to reassure our patients and their families that we do everything in our power to ensure patients are safe and well cared for. Our staff are very busy given the recent increased pressures on our services and i am very grateful to them for working extremely hard to maintain high quality of care to our patients.</p> <p>Occasionally unfortunately patients do not always experience the care we would expect. We ensure we learn lessons from complaints and concerns raised by patients. We offer face to face meetings with complainants to help us understand how their experience made them or their families feel and we fully investigate all complaints to ensure we learn from them. We also ensure we feedback all comments we receive via the web and social media channels to the leads for those areas to ensure comments both good and bad are fed back to the people involved.</p> <p>We encourage patients and their families to feedback their views after their stay in</p>	

hospital and ask if they would recommend Russells Hall Hospital to a relative or friend and we score consistently higher than the regional average.