

For the Record – Press Statements

Publication	Stourbridge News
Date of article	1 st August 2013
Reporter	Bev Holder
Headline	ONE complaint dumps hospital on to black list
First paragraph/s of article	<p>A WARD at the borough’s main hospital has been labelled one of the worst in the country – after just ONE PATIENT said they would not recommend it in a new survey.</p> <p>Ward A2 at Russells Hall Hospital in Dudley was listed as one of 36 UK hospital wards which patients would warn loved ones to avoid, according to the latest NHS England survey.</p> <p>Overall the hospital’s inpatient wards received a rating of 71 – slightly ahead of the national average of 70.</p> <p>But because one patient said they would be unlikely to recommend the geriatric ward to family and friends needing treatment, the Dudley Group NHS Foundation Trust received a negative rating for Ward A2 in the Prime Minister backed survey of 4,500 inpatient wards.</p> <p>The score, however, disregards the views of 13 patients who said they would likely recommend the ward to loved ones.</p> <p>According to the figures, no-one said they would be extremely unlikely to praise the ward’s care while two said they would neither recommend it or give it the thumbs down and two said they would be extremely likely to recommend it.</p> <p>Paula Clark, Trust chief executive, said: “The Friends and Family Test is just one of the many ways we collect feedback from our patients.</p> <p>“This is the only time in the last 15 months of collecting data that ward A2 has recorded a negative score.</p> <p>“Of the 18 patients who responded to the friends and</p>

	<p>family question in June 2013, only one patient said they would not recommend to a friend or family.</p> <p>“Each year we receive more than 10,000 pieces of patient feedback and we use that information to make the experience and care better for the 730,000 patients who come through our doors every year.”</p> <p>She said at the time the survey was carried out Ward A2 had 70 beds for stroke victims needing rehabilitation but following the Keogh review it has since been split into two smaller wards – one focusing on geriatric medicine and the other on stroke rehabilitation.</p> <p>Meanwhile the Trust received a better than average score for its A&E service – its rating was 61 compared with the national figure of 53.</p> <p>However only 3.4 per cent of patients aired their views on the hospital’s A&E service; while 25.5 per cent responded to the question on inpatient wards.</p>
Press enquiry	<p>Bev Holder from the Stourbridge News asked the Trust about the recently published Friends and Family Test results, particularly the score for Ward A2.</p> <p>She asked the following questions:</p> <ol style="list-style-type: none"> 1. What can we say that will reassure patients? 2. Why has the ward got such a low score? 3. What type of ward is it and what type of patients does it look after? 4. How many beds does the ward have?
Trust response	
<p>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE, THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>This is the only time in the last 15 months of collecting data, ward A2 has recorded a negative score. However, of the 18 patients who responded to the Friends & Family question in June 2013, only one patient said they would not recommend to a friend or family.</p> <p>As the table below shows, two said they were extremely likely to recommend and 13 said they were likely to recommend.</p>	

Friend and Family Test Score Ward A2	
Extremely likely	2
Likely	13
Neither / nor	2
Unlikely	1
Extremely unlikely	0
TOTAL	18

Using the figures in the table, the score would be calculated as follows:

Proportion of respondents who would be extremely likely to recommend (response category "extremely likely")

$$2 \div 18 (x 100) = 11$$

Proportion of respondents who would not recommend (response categories "neither likely nor unlikely"; "unlikely" & "extremely unlikely")

$$2+1+0 = 3 \div 18 (x 100) = 17$$

Friends and Family Test Score based on the figures above: 11 – 17 = - 6

Each year we receive more than 10,000 pieces of patient feedback and we use that information to make the experience and care better for the 730,000 patients who come through our doors every year. Patient comments, both positive and negative, are fed back to the ward teams and matrons and lead nurses act on those comments to make improvements. The feedback and actions are fed back to our Board of Directors monthly.

At the time of the Friends and Family Test Score period, ward A2 had 70 beds and looked after patients who suffered a stroke and required rehabilitation. Following recommendations by the Keogh Review, the ward was split on July 1st 2013 to create two smaller wards with separate distinct specialties.

Ward A2 is geriatric medicine. The new ward A3 is now stroke rehabilitation. The consultant base has not changed and each ward has its own lead nurse.

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