

## For the Record – Press Statements

<b>Publication</b>	Dudley News
<b>Date of article</b>	31 <sup>st</sup> July 2013
<b>Reporter</b>	Bev Holder
<b>Headline</b>	Survey labels Dudley hospital ward one of the worst in the country - based on one patient's view
<b>First paragraph/s of article</b>	<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 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>
<b>Press enquiry</b>	<p>Following the publication of the national Friends and Family Test results, Ward A2 is on a list of 36 that patients said they would not recommend it to a friend or family.</p> <p>Dudley News asked the Trust the following questions.</p> <p>Questions:</p> <ol style="list-style-type: none"> <li>1. What can we say that will reassure patients?</li> <li>2. Why has the ward got such a low score?</li> <li>3. What type of ward is it? Their data says geriatric but what type of patients do we have on the ward?</li> <li>4. How many beds has the ward got?</li> </ol>
<b>Trust response</b>	<p><b>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE OF THE DUDLEY GROUP NHS FOUNDATION TRUST</b></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 &amp; 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>

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

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")

$$2 \div 18 \times 100 = 11$$

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

$$2+1+0 = 3 \div 18 \times 100 = 17$$

**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 1<sup>st</sup> 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.

\*\*\*ENDS\*\*\*