

For the Record – Press Statements

Publication	Express and Star
Date of article	20/07/2013
Reporter	Alex Ross
Headline	Tell us why our loved ones died
First paragraph/s of article	<p>BOTCHED surgery – a stroke victim who fell out of bed twice in one day and medical negligence during the delivery of a baby – today the complaints of patients in one of 14 hospitals criticised in a top-level NHS report for their high death rates can be revealed.</p> <p>The Dudley Group of Hospitals NHS Foundation Trust, which runs Russells Hall Hospital, has been told to make urgent improvements in the wake of a critical Government report which found failings in staff levels and the complaints procedure.</p>
Press enquiry	<p>Following the publication of the Keogh Review the Express and Star published the stories of patients who were unhappy with their experience of The Dudley Group.</p> <p>The reporter asked if we would like to comment on the cases.</p>
Trust response	
<p>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE, THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>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.</p> <p>As Chief Executive I am always happy to meet with complainants. We have recently 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.</p> <p>Whenever we receive a complaint, we always carry out a thorough investigation to</p>	

ensure lessons are learned and appropriate actions are taken to help ensure that similar incidents do not happen again.

We have been advised that Mr Mantle is included in a group claim by Leigh Day and Co. Solicitors. We are unable to comment further as this is in the hands of our solicitors.

We have offered to arrange a face-to-face meeting with Lynn Moreton to discuss the care her mother Annie received in 2006. Mrs Moreton has declined a meeting and has, instead, requested a response from the Trust in writing.

We would like to apologise again to Mr Burgess for the shortcomings in the care his wife received. We can confirm we have made a settlement.

We do not have a record of a complaint made by John Humphries but we would urge him to get in touch with us to arrange a meeting to discuss his partner's care.

Acknowledging when we get things wrong, and learning lessons to improve the care we offer all patients, is an important part of the relationship we have with our patients. However, the Trust also receives numerous letters of thanks and compliments about the care we offer.

Joanne Powell from Netherton, who was a patient recently in our eye clinic, said the care she has received at Russells Hall Hospital over the years has always been "outstanding".

"I can't fault the treatment I've had at the hospital. The staff in the eye clinic have been absolutely wonderful. They do a fantastic job," said Joanne.

Mr Bagley wrote to staff on the Georgina Ward thanking them for the professional, helpful and kind care they gave his wife during her treatment.

"We wish to express our profound gratitude for the dedication to duty that has delivered to us what is a priceless achievement of a saved life," said Mr Bagley.

"We shall be forever in debt to the senior haematologist who, when our case had entered its deepest darkest phase, delivered what appeared to all our family to be an impossible goal."

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