

Friday 31st January

The Dudley Group exceeds national average across the board in Friends and Family Test

Patients have rated The Dudley Group higher than the national average in all six of the areas included in the NHS England Friends and Family Test.

Paula Clark, Chief Executive, said, “We’re absolutely thrilled to have performed so well in the Friends and Family Test.

“It’s a real testament to the hard work and dedication of our frontline staff who spend every day doing their best to provide excellent care to every patient who comes through our doors.

“Maternity departments have only been taking part in the test since October last year, so we’re especially pleased to have topped the region in three of the four maternity areas.”

Friends and Family Test scores for December 2013						
	Inpatient	A&E	Antenatal	Birth	Postnatal (ward)	Postnatal (community)
The Dudley Group	79	73	76	85	83	79
National Average	72	56	63	75	66	74

Inpatient areas and A&E departments have been taking part in the national Friends and Family Test since April 2013, with maternity department joining in October 2013.

The Friends and Family Test is just one of the many ways we collect feedback from our patients, including complaints and compliments, real time surveys and online reviews.

Paula Clark said, “Patients do not have to take part in the survey, but it really helps us to make sure that we continue to provide the best services possible by listening to and acting on feedback.”

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For more information, please call Alice Ford, Communications Assistant for The Dudley Group NHS Foundation Trust on (01384) 456111 extension 1064 or email alice.ford@dgh.nhs.uk