

**For the Record – Press Statements**

<b>Publication</b>	Express and Star
<b>Date of article</b>	Monday 8 <sup>th</sup> January 2014
<b>Reporter</b>	Tim Spiers
<b>Headline</b>	What is going on at your A&E?
<b>First paragraph/s of article</b>	The worst it's ever been – that's the message from health bosses today as A&E units reach crisis point
<b>Paragraphs relating to The Dudley Group</b>	<p><b>Page 1</b>          Russells Hall Hospital in Dudley has endured its 'worst few days ever'.</p> <p>At Russells Hall Hospital staff have endured their 'worst days ever'.</p> <p>Chief executive Paula Clark said the trust was the only one in the Midlands to meet the target of seeing 95 per cent of patients within four hours before Christmas</p> <p>But she added: "Since the new year we've had our worst few days ever. We've found the target really challenging and staff are under immense pressure. In just one day we saw 135 ambulances against the predicted 90. The number of patients over the age of 80 continues to rise."</p> <p><b>Page 6</b>          At Russells Hall Hospital, which was one of the best-performing in the country in December, chief executive Paula Clark paid tribute to staff.</p> <p>She said: "My hat goes off to our staff; everybody is rolling up their sleeves and doing their bit to help. In the last week I, myself, have been pushing patients on trolleys and so have many other managers. It's been a real team effort."</p>
<b>Press enquiry</b>	<p>The Express and Star contacted the Trust about the winter pressures facing our emergency services.</p> <p>The Express and Star asked the following:</p>

- Has there been an increase in the number of people visiting A&E in December compared with the same period in 2013?
- How have we coped with these attendances
- What advice would we give to people considering A&E?

### Trust response

#### **COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE, THE DUDLEY GROUP NHS FOUNDATION TRUST**

I would like to pay tribute to our hardworking nurses, doctors, managers and ancillary staff who have worked tirelessly together to help the Trust achieve the four-hour A&E target for quarter 3 (October – December 2014).

By pulling together and treating weekends as weekdays, we met the 95 per cent target despite seeing the highest number of ambulances in December ever (3,089 ambulances compared to the average in the previous 12 months of 2,611 which is a massive 18 per cent increase). We were the only Trust in the Midlands to meet the target, and we were in the top 12 of district general hospitals nationally.

However, since the New Year we have had our worst few days ever. We have found the target really challenging and our staff have been put under immense pressure. In just one day we saw 135 ambulances against the predicted 90, and the number patients over the age of 80 with multiple and complex conditions continue to rise.

In common with many trusts across the country we have cancelled some planned operations to free up beds for emergency patients and to take the strain off A&E. My hat goes off to our staff; everybody is rolling up their sleeves and doing their bit to help. In the last week I, myself, have been pushing patients on trolleys and so have many other managers. It's been a real team effort.

We have used some of our £2.4 million winter funding to pay for a GP to work in the department to triage and treat patients with less urgent needs, keeping A&E free for those who really need it.

We hope these measures, along with the tremendous hard work of our committed staff, will help us get back on an even keel. We would ask patients to do their bit as well and only attend A&E if they have a real emergency or are facing a life-threatening condition. They should think twice before coming to Russells Hall Hospital and consider other options such as their GP, local pharmacist or walk-in centre.

December 2014	Comparison to December 2013
Week ending 7 <sup>th</sup> Dec 2014 <ul style="list-style-type: none"> <li>• <b>2007</b> attendances</li> <li>• <b>96.1%</b> seen, treated, admitted or discharged within 4 hours</li> <li>• Joint <b>8<sup>th</sup></b> best performing nationally</li> </ul>	Week ending 8 <sup>th</sup> Dec 2013 <ul style="list-style-type: none"> <li>• <b>1779</b> attendances</li> <li>• <b>228 more</b> attendances in 2014 compared to 2013</li> </ul>
Week ending 14 <sup>th</sup> Dec 2014 <ul style="list-style-type: none"> <li>• <b>1998</b> attendances</li> <li>• <b>94.8%</b> seen, treated, admitted or discharged within 4 hours</li> <li>• <b>7<sup>th</sup></b> best performing nationally (only six Trusts met the target this week)</li> </ul>	Week ending 15 <sup>th</sup> Dec 2013 <ul style="list-style-type: none"> <li>• <b>1877</b> attendances</li> <li>• <b>121 more</b> attendances in 2014 compared to 2013</li> </ul>
Week ending 21 <sup>st</sup> Dec 2014 <ul style="list-style-type: none"> <li>• <b>2148</b> attendances</li> <li>• <b>95.9%</b> seen, treated, admitted or discharged within 4 hours</li> <li>• <b>6<sup>th</sup></b> best performing nationally</li> </ul>	Week ending 22 <sup>nd</sup> Dec 2013 <ul style="list-style-type: none"> <li>• <b>1848</b> attendances</li> <li>• <b>300 more</b> attendances in 2014 compared to 2013</li> </ul>
Week ending 28 <sup>th</sup> Dec 2014 <ul style="list-style-type: none"> <li>• <b>1858</b> attendances</li> <li>• <b>96.4%</b> seen, treated, admitted or discharged within 4 hours</li> <li>• Joint <b>4<sup>th</sup></b> best performing nationally</li> </ul>	Week ending 29 <sup>th</sup> Dec 2013 <ul style="list-style-type: none"> <li>• <b>1737</b> attendances</li> <li>• <b>121 more</b> attendances in 2014 compared to 2013</li> </ul>

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