

For the Record – Press Statements

Publication	Halesowen News
Date of article	16 th January 2014
Reporter	Adam Smith
Headline	Hospital wait stat branded shocking
First paragraph/s of article	<p>HALESOWEN and Cradley patients being rushed into Russells Hall Hospital faced a longer wait in the ambulance than anywhere in the country according to new figures.</p> <p>In the first weekend of January there were 151 incidents of patients having to wait more than 30 minutes in an ambulance before being handed into Dudley NHS care, from a total for the week of 255.</p>
Press enquiry	<p>Adam Smith received a press release from the Labour Party headed: 'Shocking figures show that Dudley is the ambulance stacking capital of the country.' The press release states:</p> <p><i>New figures released show that the Dudley NHS Trust is in the grip of a winter crisis. There were 151 incidents in a single weekend in January when patients waited more than thirty minutes in an ambulance before being handed over to the Trust, this was more than anywhere else in the country. The total reached 255 that week.</i></p> <p>Question: Would the Trust like to comment?</p>
Trust response	
<p>COMMENT FROM PAULA CLARK, CHIEF EXECUTIVE OF THE DUDLEY GROUP NHS FOUNDATION TRUST</p> <p>The Dudley Group is committed to ensuring patients who arrive by ambulance at our Accident and Emergency (A&E) Department are transferred as quickly and efficiently as possible by a dedicated ambulance triage nurse.</p> <p>We work in partnership with the ambulance service to ensure patients are handed over to Trust staff as soon as possible and within the 30 minute ambulance</p>	

turnaround target.

However, the volume of ambulances arriving at Russells Hall Hospital has increased and the pattern of their arrival can sometimes be very challenging.

There are times during peak demands when ambulance crews do sometimes wait longer if the A&E is busy. However, we ensure that we prioritise all patients who need urgent, medical attention.

We have a dedicated hospital ambulance liaison officer who is a member of the West Midlands Ambulance Service (WMAS) based in A&E and it is their role to liaise with our emergency staff to make sure patients are managed from the point of arrival in a timely manner.

During the winter we have also set up a consultant led assessment team who assess the needs of those patients arriving by ambulance to help move them into the most appropriate part of the hospital and therefore help with the capacity of our A&E.

We work closely with the ambulance authorities on a daily basis to help improve handover times. We have access to the WMAS information systems so that we can plan for ambulance arrivals and work with WMAS on managing demand.

We closely manage ambulance turnaround times throughout the day at our operational meetings involving key people such as clinical site co-ordinators, matrons, senior managers and Hospital Ambulance Liaison Officer (HALO).

ENDS

For more information, please call Jackie Dietrich, Communications Manager for The Dudley Group NHS Foundation Trust, on (01384) 244403.