

For the Record – Press Statements

Publication	Halesowen News
Date of article	1 st August 2013
Reporter	Sarah Cousin
Headline	Hospital ward named among poorest in UK ...yet only ONE patient slated it in survey
First paragraph/s of article	<p>A WARD at Dudley 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 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> <p>But because one patient said they would be unlikely to recommend the geriatric ward to family and friends needing treatment, the Dudley Group NHS Foundation Trust received a negative rating for Ward A2 in the survey of 4,500 inpatient wards.</p> <p>The score, however, disregards the views of 13 patients who said they would likely recommend the ward to loved ones.</p> <p>Trust chief executive Paula Clark said:</p> <p>“This is the only time in the last 15 months of collecting data that ward A2 has recorded a negative score. Of the 18 patients who responded to the friends and family question in June 2013, only one patient said they would not recommend to a friend or family.”</p> <p>Meanwhile, the hospital received a better than average score for its A&E service – its rating was 61 compared with the national figure of 53.</p> <p>However, only 3.4 per cent of patients aired their views on the hospital’s A&E service, while 25.5 per cent responded to the question on inpatient wards.</p>

Press enquiry

Sarah Cousin from the Halesowen News asked the Trust about the recently published Friends and Family Test results.

She asked for more details about the test and for a comment about our A&E score which is above the national average.

Trust response

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

The NHS friends and family test is an important opportunity for all our patients and those of every hospital trust across England to provide feedback on the care and treatment they receive and to improve services.

We are thrilled that our patients rate us higher than the national average for both inpatient wards and accident and emergency services and we will continue to use this data along with our real time comments and surveys to help improve our services.

Our Friends and Family score for A&E has been consistently higher than the national average in April, May and June 2013 (see table below).

Trust scores				
	April	May	June	Quarter
A&E	53	71	59	61
Inpatients	66	75	74	71
Combined	65	74	68	69
National scores				
	April	May	June	Quarter
A&E	49	55	54	53
Inpatients	70	70	71	70
Combined	62	64	63	63

Since April 2013, we have asked patients whether they would recommend our wards and our A&E department to their friends and family if they needed similar care or treatment. We have had over 1900 responses from April to June. This means every patient can give us feedback and help improve our services.

When you are discharged from one of our wards or A&E, you will be asked to

answer the following question:

'How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?'

You will be invited to respond to the question by choosing one of six options:

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

You will also be able to comment on where you think we could improve. The completed survey can be posted into a confidential comment box at the hospital, filled in [online](#) or returned via freepost, and all responses are anonymous.

All feedback is provided to the wards and departments, as well as to senior managers, to enable them to make improvements based on your comments.

The Friends and Family Test is just one of the many ways we collect feedback from our patients. In 2012 we received over 10,000 pieces of feedback from patients, including complaints, compliments, real time surveys and the FFT which we have run in pilot form for 12 months before its national launch in April this year.

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 your feedback.

ENDS