

Wednesday 15th February

PRESS RELEASE

Russells Hall Hospital reception installs purple pods to improve the patient experience

Russells Hall Hospitals' main reception is being revamped by the installation of charity and health hubs to enhance the experience of patients and visitors to the hospital.

The purple pods are being officially unveiled by Dudley Mayor Cllr Michael Evans and The Dudley Group's Chief Executive Paula Clark on Wednesday 22 February 2012, and set a new standard in patient experience.

"We hope our health and charity hubs will make a real difference to our patients and improve their experience of our hospital the moment they walk into main reception," says Paula Clark, Chief Executive for The Dudley Group NHS Foundation Trust.

The Charity Hub will give staff and hospitals visitors the opportunity to make a donation to the Trust charity.

"Charitable donations make a real difference to our patients. They enhance the high quality service we provide ensuring our patients' stay with us is as comfortable as possible," added Paula.

The Health Hub will provide patients, relatives, visitors and carers with as much information as possible to help reduce their potential anxieties and encourage them to be more informed about their care and treatment.

Staff and volunteers in the Charity and Health Hubs will help patients and other visitors to access a wide variety of information, from illnesses and conditions to local healthcare services and support groups.

ENDS

NOTES TO EDITOR

- A photo call for the launch of the health and charity hubs takes place in the main reception at Russells Hall Hospital on Wednesday 22 February at 2.00pm. If you wish to come along please contact Anita Foster, Patient Information Officer, on (01384) 456111 extension 4423.
- The photo call will include Paul Clark – Chief Executive and Dudley Mayor Cllr Michael Evans.
- Funding for the centre was generously provided by the Trust's own charitable funds and the Trust's PFI partners, Summit and Interserve.
- Arrangements are:-
 - 1.45pm Arrive
 - 2.00pm speeches by Paula Clark and the Mayor
 - 2.10pm Ribbon cutting
 - 2.30pm Close

For more information please contact Anita Foster, Patient Information Officer for The Dudley Group NHS Foundation Trust on (01384) 456111 extension 1423 or Karen Phillips, Fundraising Co-ordinator for the on (01384) 456111 extension 3349.

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Approved by Paula Clark and Mandy Green 31 Jan 2012.