

**For the Record – Press Statement**

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| <b>Publication and reporter</b>  | Express and Star, Dayna Farrington  |
| <b>Date of article</b>   | July 10 <sup>th</sup> 2019  |
| <b>Headline</b>  | <b>'Zero tolerance' on 999 hold-ups</b>   |
| <b>Paragraph/s relating to The Dudley Group</b>  | Hospital bosses in Dudley are to introduce a 'zero tolerance' rule over ambulance handovers to A&E keeping patients waiting more than 30 minutes.<br>Dudley Group NHS Foundation Trust said it will introduce a zero tolerance policy and will be working with West Midlands Ambulance Trust to address the issue.  |
| <b>Press enquiry</b>   | The Express and Star contacted the Trust having picked up mention of the zero tolerance policy in the board papers available on the Trust website.<br>They asked:<br>How will the zero tolerance policy be enforced and monitored?<br>Will there be a penalty for going over this at all?<br>Hospital bosses have said the ambulance handover target has been a challenge, will this enforcement help tackle this directly? |
| <b>Trust response</b>  |   |
| <p><b>COMMENT FROM DIANE WAKE, CHIEF EXECUTIVE, THE DUDLEY GROUP NHS FOUNDATION TRUST</b></p> <p>Patient handover delays are experienced when demand exceeds capacity and we have patients waiting to enter the main department. We are working with our system partners to improve this standard.</p> <p>Daily monitoring occurs in the Trust and with external partners.</p> <p>Our staff are absolutely committed to providing the safest possible care and I wish to thank them for working incredibly hard in challenging circumstances.</p> <p style="text-align: center;"><b>*** ENDS ***</b></p> <p><b>Notes for editors</b><br/>For further information please contact Alison Ashmore, communications officer for The Dudley Group NHS Foundation Trust via 01384 321013 or email</p> |   |

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