

A&E AT DORSET COUNTY HOSPITAL BEST IN THE REGION

THE accident and emergency department at Dorset County Hospital NHS Foundation Trust is the best in the South West and the fourth best in the whole country, patients say.

When asked 'Overall, how would you rate the care you received in the Emergency Department?' A&E patients said Dorset County Hospital in Dorchester was the fourth best in England (out of 151 trusts), and first in the South West Health Authority region. There were 38 questions in all and Dorset County Hospital was in the top 10 trusts for 16 out of 38 questions.

'These results show Dorset County Hospital leading the way in patient care for this essential service and providing first-class results,' said Chief Executive Jan Bergman.

'As an NHS Foundation Trust we are able to provide some of the best care in the country.'

Tess Drabble, Emergency Care Services Directorate Manager, said: 'This is a fantastic result. Everyone in A&E strives to provide excellent patient care and it's rewarding when our efforts are recognised by an independent survey of patients.'

The survey is another good result for Dorset County Hospital, which was recently rated 'excellent' for its overall standard of patient care. Conducted by the Picker Institute on behalf of the Healthcare Commission, the independent NHS watchdog, the survey covered 50,000 people over age 16 who attended one of 151 NHS hospital trusts with an A&E or emergency department between January and March 2008.

M/F

The Commission has published full results for each trust alongside scores for each question that allow comparison between organisations, taking into account age, gender and sample size. The 2008 emergency department survey results, the questionnaire and scoring can be found at:

www.healthcarecommission.org.uk/PatientSurveyEmergency2008.cfm