

Date: 07 January 2015

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## Statement

“The RUH has been incredibly busy over the festive period – this has continued this week. For example, we have seen a 17% increase in emergency ambulances coming to the RUH during the Christmas week, compared to the same week last year. Despite this pressure, ambulances have been able to bring patients promptly into the Emergency Department.

We are sorry that some patients have had to remain in the Emergency Department for longer than the 4 hour target. However, our priority has been the safety of our patients and the Emergency Department, and whilst our patients’ experiences may not always have been what we aim to provide, at no time was their care or safety compromised.

We also need to apologise to patients who have had their planned surgery or diagnostic procedure cancelled. Unfortunately, some of the wards we have for planned surgery are full of emergency patients.

A major challenge facing the RUH has been caused by the increase in the number of inpatients on our wards that no longer need to be in an acute hospital but need support from other services. We have been working closely with our partners who provide social care and health services in the community and this needs to continue in the coming days so that the hospital can get back to normal working.

Our staff have just been fantastic. We expect a lot of them at the best of times but they have really gone above and beyond to deliver safe care over the festive period.”

**James Scott**  
Chief Executive

**Ends**

