



## Story and response listing

### About this report

**This report lists a selection of stories and responses published on Care Opinion.**

It was created on **22 September 2025**.

### Which postings are included?

This report shows stories in the **Care Opinion** subscription, which includes all stories.

The report is also filtered to show only all stories about NHS Greater Glasgow & Clyde tagged with diabetes

### Frequently asked questions

**How do I find the original story online?**

If you are viewing the report on a computer, you may be able to click the reference number to the right of the story. This will take you to the story online. If you are viewing the report on paper, you can find story number X online at: <https://www.careopinion.org.uk/X>

**Why might a story appear more than once in the list?**

Some stories are about more than one service. If so, the story will be listed under each service it is about.

**What do the story counts mean?**

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

**What do the view counts mean?**

The view count to the right of a story tells you the number of times the story has been viewed on Parameters!SiteName.Value by public users (excluding subscribers and the PO team).

**Why might unexpected services appear in my report?**

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

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### About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

**For more information, contact us via:** <https://www.careopinion.org.uk>

Show/hide responses

This report lists **100** stories

## Labour suite maternity

3 stories

### My care in Argyll&bute NHS

739075

*Marstal Rose* a service user 05/02/2020

681 views

I am a mental health service user and have been for many years and at age of 45 found out i was pregnant with my first and probably only child , the care i have received in Mid argyll hospital GPs nurses and midwives and also A & B hospital mental health services have been exceptional , i have no complaints staff are always friendly know what they are doing efficient and helpful with information and further on care if needed , i was special care pregnancy what with my age , build and diabetes and mental health issues and asthma , i went on to be induced at 38 weeks as obstetrician dr robins and nurses at inverclyde hospital were good too i went on to give birth at RAH in Paisley with labour 21 hours and with just gas and air all midwives from the 3 hospitals were good at keeping myself and husband calm and focused.

my family are thriving here in mid argyll my daughter is now three years old and in perfect health Scotland and rest of uk would be no where without NHS but back to dark old middle ages and no one wants that i have nothing but praise for GPs Nurses NHS Midwives and mental health teams and Consultants ect.

Yours Sincerely

[Unsure about 'Environment']

[Unsure about 'Staff attitude']

[Unsure about 'Staff skills']

[Unsure about 'Team work']

**Dorothy Finlay** Lead Midwife NHS Greater Glasgow & Clyde 05/02/2020

Hi Marstal Rose,

Thank you for your kind comments regarding the care you received in both the Inverclyde Royal Hospital and Royal Alexandra Hospital Maternity Units. I am delighted that you felt well supported and informed by your care givers, and that you had a positive experience in the birth of your daughter

kind regards

Dorothy

Lead Midwife

Clyde

**Jaki Lambert** Head of Midwifery - Argyll & Bute NHS Highland 13/02/2020

Dear Marstal Rose

Many thanks for taking the time to share your story and your experiences of care.

It is very encouraging for all women and families to know that, when they need them, services come together to provide coordinated and supportive care.

I wish you and your family well for the future and will make sure that the teams in Argyll receive this positive feedback.

## Pregnancy & labour

*MRCAR the patient* 16/04/2020

758179

427 views

When the day came to do my 8 weeks booking in check, I couldn't of been more nervous. My sister-in-law had told me what to expect. However I then met Stephanie, and what a relief, she explained all about the blue team and the best start programme,

how it had all changed, and she was going to be the ONE midwife I would see through the whole pregnancy. I instantly became relaxed, Stephanie was so nice and was so open to what my needs and wants were, even if I didn't know at the time. The whole pregnancy I had questions that she answered with no problem. I then discovered I had gestational diabetes, which threw a spanner in the works, but, Stephanie being Stephanie fought hard for us as we wanted as natural a birth as possible, in the CMU. Fast forward to the end of January and we had a big baby, with a tiring mum. So in the end we opted to be induced, I thought it would be plain sailing, it wasn't.

My partner and I were in the hospital for three and a half days before we were taken to the labour suite. We both understood that there is a priority list, but it felt that we were being forgotten about. I kicked up, and asked for a section on the third day, to then be put off as 'baby and mum are doing fine'.

We were taken to the labour ward early hours of Saturday, I was hooked up to the drip and laboured for about 14 hours and then I was told I was going for an emergency section, we weren't sure why, and still to this day don't, our daughter arrived shortly after that. We spent 5 days in hospital, as there was a slight infection marker that was high. It's all a bit of a blur, but all the midwives were fantastic with us, putting my partner at ease as it all happened so fast. All in all I can't fault Stephanie, our midwife from the start (and someone I would hope to have as my midwife again). All the lovely midwives we met between arriving and leaving including, Kelly, Lauren, Claire and all the midwives up in the wards. The CMU and the best start programme is something to be envious of, it gives continuity, which builds trust, and trust keeps people relaxed, and focused on the then and now, rather than trying to remember what was said last time, I can't fault it, and I hope that it stays with a possibility to be taken up by different health boards across Scotland.

**Rachel Pyle** Patient Experience Project Manager NHS GGC 17/04/2020

Hello MRCAR,

Firstly, congratulations on the birth of your little girl! I hope you're all doing very well.

Thank you for taking the time to share your feedback with us, it's much appreciated.

I'm glad to hear that Stephanie looked after you so well and that you found the Best Start programme to be a positive experience. I will pass your kind words on to Stephanie and the other midwives you have mentioned. I'm sure they will be delighted to hear them.

However, there are some aspects of your post which are concerning. We'd like to look into these further for you and it's important that you understand what happened during your birth. Could you please contact me with your name, date of birth and CHI number if possible? You can reach me on [Rachel.pyle@ggc.scot.nhs.uk](mailto:Rachel.pyle@ggc.scot.nhs.uk)

All the very best,

Rachel

## The care around the birth of our 1st baby girl

1063076

From quite early on in the pregnancy, things got a little complicated. This was potentially the only time we might have been able to have a baby due to complications with my health, but was something both of us wanted very much, so it was very exciting when we found out. But through a joyful time, we faced many hurdles. Extremely bad morning sickness, scans having to be repeated every time, being told baby was on the big side and all the other hurdles, made it difficult, but we were both determined not to let that get the best of us. We went for growth scans and more than several trips to triage. By the time we got to the first baby class we felt like pros, normal pregnancy, we knew so much from spending hours upon hours in hospital during this journey, this didn't apply. Then it came to class two, when birthing gets complete. This week Kylie from maternity at the Royal Alexandra in Paisley gave us so much confidence and information that we really felt relevant. She didn't sit down and give us school scripted lessons, it was a case of her asking what we wanted to know and then moulding the class around those in the room telling her what they all wanted to learn. This was fantastic because we got so many things answered and the reassurance my partner felt was amazing. She was adamant no epidural and feared a section, but with baby on the big side and no diabetic symptoms surfacing, this case really put her at ease. When it came time for baby to come, so much of what Kylie had shared during the short hour and a half had not only real world value, but gave my partner so much confidence to get through many things she never thought she could. From the explanation of the epidural, going into this class this was a massive no for my partner. However, 90 minutes later, what Kylie had done by explaining the process in the way she did meant she was now open to this if it was necessary. This was very similar for many other topics that came up, including a section.

Then about two weeks before the due date, we had our last growth scan and the doctors made the call to get us booked in earlier to get the ball rolling due to size of baby. Everything that the doctor explained had already been put to bed by Kylie during class. This meant my partner wasn't as scared to go for the sweep and induction. Unfortunately our little angle caused some drama as her heart rate was high, meaning the process couldn't happen, and this led to a repeat appointment after being checked out in triage for the following Monday, where the same happened again. So this time my partner was kept in and at the start of this week we didn't know how big a week it was going to be. Not only did the induction take the full 3 hours to work, as most common, then after nearly 24 hours, they decided baby was stuck and it was time for a section. In between this, the epidural was placed and then failed, something that would have terrified my partner prior to this. This was because of Kylie, not just her knowledge but how she made it seem so easy due to her calming nature. After baby got here it turned out her head was back to front and she was very low down. This led to my partner having to go from a local to a general, all after an epidural and miss the first few hours of our gorgeous girls life. The doctors, nurses, midwife's, anaesthetist and everyone else did an absolutely amazing job looking after someone who I care very deeply about, and getting her back to me safely through surgery of 4 hours. We were able to share that special moment we could have had much sooner if things had gone smoother.

Now to anyone reading this and thinking, I'm never going to have a baby, stop because my partner really hates hospitals. When we met, she would faint at the sight of needles because of past events and she certainly would have never been able to endure all that, in her head anyway. Despite what we all think in our heads, things always seem more scary when there is unknown variables so all the help, support, advice even just chats with everyone involved in the midwifery departments from Midwife's, nurses, doctors, anaesthetists they all helped in so many ways. Without their patience and understanding things would have been much much more difficult for myself and my partner.

This circles me back round to the inspiration behind this review and that is Kylie. She did something I never thought possible and helped calm my partner without even realising she was. Her passion for what she does is so very clear, her attention to detail outstanding and her excellence in what she does flowing naturally as she goes about her many tasks of helping, (and I genuinely mean helping, family's, mums, dads, sisters, brothers) through for what is, for some, a very very scary experience. Without her help, and the help of so many others in such a fantastic department our journey could have been very different.

So thank you guys, because we can now take our little girl home knowing how amazing each and every one of you are. I genuinely say every word of this review with the upmost truth without exaggeration or bias.

Well done Paisley Maternity Unit

All the best

*Would recommend? (Friends and family test): Extremely likely*

**Angela Watt** *Lead Midwife NHS Greater Glasgow and Clyde 11/05/2023*

Dear magpiemf73

I would really like to thank you for getting in touch and sharing your story. I can tell you have both had such a challenging journey to get to this point and I am so happy that despite all those complications you have a healthy partner and baby daughter. It is truly heart warming to read of the impact that Kylie's antenatal education had on you and your partner. I think this demonstrates the importance and benefits of taking a person centred approach to care and antenatal education. Kylie has been responsive to the individual needs and preferences of the class and this in turn has enabled you both to feel safe and supported and equipped. I will share your feedback with Kylie and the team and will thank Kylie myself for the fantastic care she has provided, we are so lucky to have her in our team.

Congratulations on the birth of your daughter I hope you are all recovering well and enjoying these precious early days.

Best wishes

Angela Watt

Lead Midwife Clyde

**NHS Greater Glasgow & Clyde**

100 stories

## Type 2 diabetes

67916

*Hobbitfriend the patient* 15/06/2012

I don't feel that it is right that type 2 diabetics have to buy their own testing strips and are not allowed them for free.

421 views

My husband and I already save this country an absolute fortune by being 24/7 carers for a severely physically disabled, ventilator dependent son and I can't afford the cost of the testing strips.

How can I possibly judge what foods are or are not spiking my blood sugar levels when I am unable to test. Why should my health have to suffer because of an ill judged attempt to save the health service money?

Why should my sight and limbs etc be put at risk in this manner?

## Diabetes health care in Scotland second to none

68219

*suasalba the patient* 18/06/2012

I was diagnosed with type 2 diabetes about 2 years ago. My results so far have been good and I am not on any medication for the ailment. I am writing only to express my utmost admiration for the care and attention provided to type 2 diabetics by the NHS in Scotland.

407 views

In my opinion the service is second to none.

**Paul Cannon** *Head of Administration, Acute Services Division* Greater Glasgow & Clyde NHS 03/06/2013

Thank you for taking the time and trouble to provide your very kind feedback.

I will ensure that this is passed on to those involved and I am sure that they will be very pleased to read your comments.

I am sorry that this posting was not acknowledged at the time, we had a break in our use of Patient Opinion, but we have now resumed doing so, and I thought it was still important to acknowledge your posting and where appropriate to pass comments on.

Once again, thank you for using the Patient Opinion feedback system, it is greatly appreciated.

**Beatson West of Scotland Cancer Centre**

4 stories

## The battle with "the wee thing"

706183

*Quovardis the patient* 23/10/2019

1,752 views

Last Sept 18 I noticed a very small mole just below my right breast. Said to my wife of 37 years I think this "wee" thing is getting itchy ? Being a male well as you all know I waited only a week maybe ten days here's my story.

Walked into Wellwynd Surgery to the the Practice nurse , you don't have to book, when you go to the busy busy desk, no problem sir you will need to wait 20mins ok thank you I will waits, whats 20 mins.

Say the nurse was 20 - 30 mins who really cares, that wee mole looks funny sir has it been annoying you for long? About 10 days. what's it doing , it's itchy and I think it's got a wee dome head. Ok sir, I need to take a picture, I need your permission. that's ok take it but could you make me look 3 stone lighter and ripped!. Come on sir miracles cost extra!

I need to send this to dermatologist to check they will be in touch hopefully soon. Thanks for your time I hope this "wee thing " is not a waste of time thanks

Short time later I get a letter to visit dermatologist at Hairmyres, Dr Gupta.

Turn up to appointment, met a lady Dr Gupta, who checked my "wee thing". Well that looks odd, can I ask someone else. Speaks to another Dr Gupta I thought these guys own the place lol, any he says that's odd they have a wee chat.

Sir that "wee" thing needs to be removed and tested can you come in Friday? This Friday no chance I visit a pal of mine in Aberdeen he has real problems he lost his leg because of Diabetes, I try and visit with other pal , we are booked Friday. She asked a lady to check the diary, well there's a thing can you visit Monklands Dermatologist Wednesday this week a space has come up? Ok I can do that

Appointment Wed

Monklands Dermatologist, meet a woman one looks like she can take a laugh, we have a wee joke. You're brave talking to a woman with a sharp scalpel in her hand lol

Explains it needs cut out what was getting done everything I need to know. They cut it's done no real pain but a little pulling and that , "wee thing " is away to be tested get results soon, thanks etc

Get a letter out of context

Sir you have an appointment to Visit Dr Louise Plastic surgeon to discuss your "wee thing "? Next letter to visit the Monklands to discuss your wee thing, called both, Monklands to discuss stitches,Wishaw to Discuss "Scar"

Went to Both

Anyway the thing is my " wee thing " is was and still is Melanoma

1 - Monklands Dermatologist tells me

2 - Dr Louise discusses options and my wife and I decided what getting done as you know 2 vs 1...I was told what to do!

What's happening to me now

Had wee thing removed, well done no issues

Introduced to Beatson Clinic Glasgow Dr Waterston team and Cathy and all the department that deal with immunotherapy

Been on treatment for weeks "wee thing" came back, Dr Louise said it's rare but it happens, put on even newer immune treatment to shrink "wee thing". It needs to shrink or Dr Louise can't operate. I have been in the monklands three times this month , I have been to Golden jubilee, Beatson Pet Scan , Monklands Ward 14 , AMRU and 9 I think. New treatment has made sick but reduced the tumour and I am waiting on another operation I was told I could get sick as it's boosting my system to super levels but it's worked.

Basically I have spent this year in hospitals almost every one

Here's the important thing I am try to say

To all the people in NHS Lanarkshire and Glasgow I have met this year

THANKS

I feel that I have been treated well absolutely the best care and treatment well above my expectations everyone in each ward I have been in. Every Dr , Nurse , cleaner , Porter , Charlene , Scott , Derek , all the Nurses in the Beatson , desk girls Dr Dunn , Dr Ross, Dr Waterston , Marion the tea lady met my old aunt yesterday in AMRU, Cathy at Beatson, Dr Tang

Most of all Dr Louise she started the battle with "the wee thing", hopefully soon she will finish it in the next three weeks. Today it's a draw she is going to score the winning blow 2 goals in the last five mins 3-1 to Team NHS. I have learnt this year what a team

Patients please be aware it takes 100%

20% Team NHS

80 % Your team that's You and your Family / Friends they are your team

End

**Fraser McJannett** *Medical Service Manager NHS Lanarkshire 23/10/2019*

Dear Quovardis

Thank-you for taking the time to provide such positive feedback about all the NHS departments you've interacted with over the last year or so. You sound incredibly positive for what must have been a difficult year for you.

As dermatology service manager I'm pleased to hear that you've had a positive experience of not only dermatology but also the wider NHS. All our teams are incredibly busy at the moment but positive feedback from patients such as yourself provide our teams with a real boost. As you say, management of conditions such as melanoma takes a real team approach and I'm really pleased that you've had such a positive experience of Monklands Hospital and beyond - I'll share this with our clinical teams just now.

It sounds like you've been very resilient throughout this and I want to wish you well for your ongoing treatment. Once again, thanks for taking the time to provide this and all the very best.

Fraser McJannett

**Elaine Burt** *Chief Nurse NHSGGC 23/10/2019*



Dear Quovardis,

I was very humbled to read your story. It is clear from your detailed description of how much you have been through over the last year. This must have been a very difficult time for you and we appreciate very much you taking the time to feedback in relation to the positive care and treatment you received.

There were many teams and appointments for you to navigate and I am glad this met your expectations. This positive feedback is very important to the teams who work very hard to ensure care is delivered in a person centred way.

I will be delighted to share this with the teams involved and we would like to take this opportunity to wish you the very best for your on going care.

Kind Regards

Elaine Burt

Chief Nurse

Regional Services

NHS Greater Glasgow and Clyde

## My sisters cancer journey

*Scotcmac a relative* 21/05/2021

844924

1,226 views

Last year around April I contacted my gp regarding frequent bouts of diarrhoea my sister was having. The receptionist refused to make an appointment for her and told me to use loperamide. This continued and eventually we were given a sample pot to use. It came back negative but dial onto yes sporadically. We went for her diabetes check at which point I mentioned the problem again and they realised she had lost a considerable amount of weight in a short time period.

Again we sent of FOC samples. The GP referred to gastroenterology who said to give a low dose loperamide as sample was clear. We went back again, the GP said gastro were going to do a virtual appointment. No appointment materialised.

GP went back to them and we finally got a face to face appointment. As soon as gastro doctor touched her he could feel a growth in her abdomen and arranged for a scan. Scan showed ovarian cancer and in January we were given an appointment with gynaecologist at Monklands.

At the beginning of March she had a radical hysterectomy removing ovaries, uterus, Fallopian tubes, omentum and peritoneum. While in hospital at Glasgow royal she recovered well from the surgery however she was having problems urinating and a catheter was placed. I believe this was attempted several times, we were informed of this by one of the nurses. I was concerned that fluids were not being pushed.

My sister is 71 and learning disabled. I had taken bottles of water in for her and asked that they made sure she drank them and told them that she would need to be encouraged. She also ate very little during her stay and was not encouraged to eat. She came home and all was well. We met with the oncologist at the Beatson and chemotherapy was arranged.

The first chemo went off without a hitch. On the morning of her second chemo ( which was booked in at 3pm) 3 weeks later we received a call first thing in the morning to tell us she should have been in Gartnavel for a PICC placement. We had received no previous notification of this appointment.

We rushed to the unit where the staff fitted her in. She had her PICC placed and we went to leave the hospital. I then received a call from the Beatson asking where she was as she was due to have had her chemo at that morning. Again we had not been informed of this change. She had her second chemo and we prepared to leave until I realised she had not been given her medication.

No one had brought it to us and were happy for us to leave without it. On the Sunday following her chemo she developed a temperature and I called the Beatson. They organised an ambulance to take her to Wishaw General where she was admitted via A&E. Here she saw several nurses including ANPs and had a



cannula inserted in her hand. I repeatedly told them she had a PICC line inserted. The doctor made a brief examination and asked for swabs Then proceeded to ask me about what my thoughts were should things escape and she needed ITU. This seemed to be the doctor's main area of concern.

Eventually she was admitted to the MAU. By this time around 5 hours had passed. I believe the policy for high risk patients with risk of sepsis is one hour from door to needle. I think she may have started her therapy around 7pm. While in the MAU on the Tuesday I took her to the toilet, she had diarrhoea due to the antibiotics. I did check with the nursing staff before I took her and they said it was ok. I noticed that her cleft was very red and sore. I cleaned her and applied baseline I had. When the nurse came into the room I told her about it and the nurse replied oh yeah the staff earlier said that. The nurse then came back 10 mins later with Cavalon barrier spray I also expressed concern that she was lying in bed and had been since she came in and told them she was mobile and I took her own walker in for her to use.

Her IV antibiotics were being run through another cannula in her sub cubical fossa. I had informed all staff I saw that she had a PICC line available. I notice bruising on her arm and realised the casually had not been correctly positioned or had moved and the IV was running into her tissue. I made staff aware that I had seen this. By this time she was on oral antibiotics I was then told her PICC had blocked and when I requested they get someone from oncology or IV team I was told the medics are dealing with it. I requested it was seen to ASAP as it was an infection risk if not working. She was finally discharged.

The Friday. On getting her home I gave her a shower and saw bruising on her buttocks, her bottom was still very red with broken skin which we think was her not being cleaned properly and also the transfer onto the bedpan.

So far in this journey I have met some amazing professionals who are very caring but sadly I have met many who are happy to tick boxes rather than really look at the patient and offer them basic care. Policies do not seem to be adhered to, nursing staff are so wrapped up in the technical that they forget basic nursing care.

I feel it is their job to ensure a patient eats and drinks ! I am saddened to write this, but as we are only a short way through this journey I felt it had to be raised. I am horrified to think what would be happening to my sister if she did not live with me and have me fighting her corner and that is not how it should be.

**Elaine Burt** *Chief Nurse NHS GGC 21/05/2021*

Dear Scotcmac

I am very sorry to hear of the issues raised in relation to the quality of care your sister received while attending the Beatson West of Scotland Cancer Centre.

I would be really keen to look into this further and would be grateful if you could contact me with your sister details. You can contact me on: 0141 301 7315.

Kind Regards

Elaine Burt

Chief Nurse

Regional Services

**Janice Miles** *Senior Nurse, Older People Services & Outpatient Services NHS Lanarkshire 21/05/2021*

Dear Scotcmac,

I am so sorry that your sister and yourself have had such a negative experience whilst in University Hospital Wishaw.

This is not the standard of care we strive to deliver.

I, as Acting Chief Nurse would be very keen to meet and discuss this with you so I can provide reassurance that should you require further care here you would feel confident that your sisters care needs would be meet.

I would be much obliged if you would please contact our Patient Affairs Department on 01698 366558 so they can organise this meeting.

Kind regards

Janice

**Elaine Burt** *Chief Nurse NHSGGC 28/05/2021*

Dear Scotcmac,

I just wanted to follow up my earlier post where I'd suggested you get in touch with me so we can look more specifically into your sister's experience. Although I haven't heard back from you, I felt it was important to reassure you that we regularly review our feedback to look at the themes that are coming out of what people are telling us to help us focus on what we need to improve. We are committed to making sure that all of our patients and their families are given the opportunity to tell us what was good about their time in our care, aswell as what we could do better.

Kind Regards

Elaine Burt

Chief Nurse Regional services

NHS Greater and Clyde

## NHS Breast screening and breast care services

**1142328***paprikabr55 the patient* 01/12/2023

739 views

I would like to express my appreciation and gratitude for the excellent care I have received since discovering I had breast cancer. This was found through my routine mammogram as I had no symptoms. I can not express enough the exceptional care I have had by NHS GGC staff throughout my appointments at NHS breast screening at Nelson Mandela place. Unfortunately I do not have their names, all staff showed compassion and care throughout my examination and delivering the news to me of suspected diagnosis.

My journey continued with referral to my breast care consultant Ms MacLean and the specialist Breast care nurse, Lena. I could not ask for a care from an exceptional service and team. Right from the start of my journey where I was very apprehensive as to what was to ahead of me, they were most informative. They understood exactly how I was feeling and answered all my questions making sure I felt informed and reassured.

Lena kept in regular contact with me making sure I was feeling ok and informed, supported me and keeping me updated on things when my diabetes complicated my surgery.

I was referred to Dr L'lano, diabetes consultant, this happened very quickly and I was supported by Dr L'lano to manage my diabetes quickly to allow my surgery to happen.

Dr L'lano was exceptionally helpful and supportive and was in regular contact to help me lower my blood sugar levels. Another excellent care experience I have received from the diabetes service within NHS GGC.

Ms MacLean has exceptional patient care, her awareness of my apprehension and need for information and very clear on her explanation and compassion, both prior to surgery and in my return appointment when she explained my outcome of surgery and plans going forward.

It was a very worrying, frightening and upsetting to discover I had breast cancer especially as I had just gone for routine mammogram. I would advocate for anyone due mammogram to go along for the screening as it has identified my cancer at an early stage.

I recently had my breast surgery. The care and attention received was to exceptional standard from the organisation, the of care, the information throughout of each step of my procedure. The support of having Lena there who I already knew from my appointments and all the additional staff at the day surgery unit at Stobhill Hospital. The staff at the unit, Shona ( day surgery nurse), Liz (anaesthetist), Kirsty (theater nurse), Adi (recovery nurse), Ureaka (recovery nurse). A special thank you to Tracy ( student nurse) who followed me throughout my surgery and was amazing support throughout the day.

A special thank you to Ms MacLean for carrying out my surgery and Lena, who have given me the best care and reassurance for recovery and follow up.

I still have ongoing recovery and treatment going forward, I am confident that I will continue to receive the best care from NHS GGC at Beatson oncology centre.

Thank you

**Aimee MacPhail** *Waiting list coordinator* NHS Greater Glasgow and Clyde 01/12/2023

Dear Paprikabr55,

Firstly I would like to thank you for sharing your story on Care Opinion, it is greatly appreciated. I am delighted to hear that the staff treated you with care and compassion through what is a difficult time for you. I am sure it was a shock to hear about your diagnosis, especially when it was a routine mammogram and I can completely understand how upset and frightening it is to hear the news.

I am pleased to hear that the Day Surgery staff at New Stobhill Hospital were so attentive, supportive and delivered care to an exceptional standard as this is something that they strive to do. I will be sure to pass this onto them.

I am glad to hear that your surgery went well and that Ms McClean and Lena have given you the best care and reassurance for recovery and follow up going forward.

I wish you the best for your future treatment and I hope the recovery is going smoothly for you.

Aimee

**Cat Graham** *Operational Superintendent* NHS Greater Glasgow and Clyde 01/12/2023

Dear Paprikabr55

Thank you so much for taking the time to feedback to us and for sharing your experience. I am so sorry to hear about your diagnosis and understand the worry that this causes. I am really pleased that our staff were able to support you through the process and that you have such wonderful support from the whole team at Stobhill hospital.

I'm sure that the team here at Breast Screening will be glad that they were able to support you through the process of your diagnosis. I would love to be able to feed this back to them directly, as it's such a morale boost to know that we are helping to support through such a difficult time. Would you be happy to contact me with your details so that I can pass this on to our staff? If so I am contactable at the email address below:

Cat.Graham@ggc.scot.nhs.uk

Again many thanks for taking the time to reach out and I wish you all the very best in your future treatment and recovery.

Take care

Kindest Regards

Cat

Operational Superintendent

West of Scotland Breast Screening

## Care provided within the Beatson

974595

MixerB a relative 16/09/2022

365 views

In March, my nephew was diagnosed with a metastatic germ cell tumour after attending A&E for a non-related incident.

He was, and remains, under the care of Dr White at the Beatson, and I can honestly say his care has been fantastic. During his inpatient stay within Ward B7 he was treated with absolute dignity and respect and as a family we were included in every decision, taking time to explain his treatment plan often on more than one occasion if we hadn't processed all the information.

Whilst undergoing chemo he also had to manage his Type 1 diabetes alongside his Asperger's, and as a family we were supported in our suggestion to have someone stay with him overnight to ensure his BMs were checked regularly and acted upon accordingly; although I have no doubt the nursing staff would happily have done this. The staff recognised his individual needs and without a doubt his care was patient-centred and tailored to his needs.

The emotional support we received from Julie was fantastic. She always gave as much time as was needed to allow us to talk and ask questions. She was honest regarding the treatment and the impact this would be likely to have on him both physically and emotionally, however ensured the support was there when needed.

As it stands he has completed his chemo, undergone surgery and beginning to look at his maintenance care, but most importantly he's looking forward to enjoying life to its fullest.

Thank you to Dr White, Julie, and all the nursing, domestic and healthcare assistants, alongside anyone else involved in his care. Xx

Would recommend? (Friends and family test): *Extremely likely*

**Elaine Burt** Chief Nurse NHSGGC 16/09/2022

Dear MixerB,

Thank you very much for taking the time to provide this feedback about the care of your nephew in the Beatson. It is clear he has had a great deal to contend with and I am pleased to hear he was well supported and cared for during this time. I know the B7 team pride themselves on person centred care and that of course extends to the family.

We know how very important emotional support is too and it was lovely to hear how well Julie helped your family with this.

I will pass on your thanks to the B7 team, Dr White, Julie and everyone associated with your nephew's care.

I am delighted to hear your nephew has most of his treatment behind him and is able to enjoy life again. I wish him all the very best.

Thank you again for taking the time to feedback your experience.

Kind Regards

Elaine Burt

Chief Nurse Regional Services

NHS Greater Glasgow and Clyde

## Closure of CIC 7 bed ward Gartnavel

**310339***oddball the patient* 16/09/2016

581 views

I am writing to protest against the closure of the 7 bed Homeopathic Ward. I attended the NHS CCG board meeting and stood outside protesting. I am not happy and want to further contact as many people as possible to try and get this decision changed.

I suffer quite a number of chronic health conditions which are very disabling for me, these include Fibromyalgia, M. E, Diabetes, Dysautonomic Syndrome, Asthma, Hypothyroidism, Folic Acid Deficiency, Iron deficiency, Pernicious Anaemia, Tachycardia, Chronic Back problems, Chronic Migraines, IBS, Tempero mandibular Joint Dysfunction Syndrome, Carpal Tunnel, Vitamin D Deficiency, Post Traumatic Stress, Depression

I require taking 52 tablets every day in Doses

The past 10 years have been very difficult for me and about 6 years ago I was having to consider retiring from work through my Consultants Concerns for my ill health but I got referred to the CIC and the treatment and care I have received is 1st class and they have actually improved my quality of life that I have never had in many years. I don't agree about us being able to be treated at another hospital, this is not the case as our health needs are very complex as is my health needs, and are maintained within the CIC inpatient ward as the treatments are structured to my needs and the different therapies I receive during the inpatient stay. Some of the treatments I receive are heat therapy, acupuncture, jets in bath for muscles, classes in different therapies and its only within this ward the only 7 bed ward in the UK to treat and care for patients who with multiple disabilities and chronic ill health like myself and with the structure of the week marked out for us and these include suitable rest periods in between as many of us require this to function. This has totally changed my life and the ongoing care is very valuable and as I say I am currently in work in a GP practice and this has kept my sanity as being at home so ill is soul destroying but I am lucky to be where I am due to the care I receive, why would you take away something the health board should be proud of with the patients being so well looked after and the staff are amazing and vital for us. We are treated as a whole person with the holistic approaches and helped to cope and learn to live better with our health problems and this is life changing for me and my fellow inpatients.

I am also angry at the comments on the news that say the cuts are for better clinical care. I feel you are taking away our clinical care with closing the ward, and also not happy that we as patients at the CIC were less important than the other causes, our health and needs are just as important than any other patient within the NHS CCG and should not be treated any differently. Please save our ward as the treatments won't be met by other hospitals.

Please help me fight for my continuing Quality of life I now have despite my very complex chronic health.

Thanks for your help to have this decision changed.

**Lorna Fairlie** *Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde* 16/09/2016

Dear oddball,

Thank you for sharing your views on the current proposed changes to the way services are delivered at the Centre for Integrative Care.

First of all, it is really important to make clear that no decision about the inpatient ward has been made yet, and we are at the very start of a process to let people know about the proposal, and to give people the opportunity to ask questions about it and share their views. This period of engagement will continue until the end of November.

There are a number of ways for people to share their views, and from the information you have shared here I am certain you have already passed on your comments to me directly. These will of course be fed into the process along with all of the other comments we receive from patients, carers and other members of the public.

Our website has more information on both the proposals and the ways that people can get involved - you can visit the page using this link: <http://www.nhsggc.org.uk/get-in-touch-get-involved/inform-engage-and-consult/centre-for-integrative-care-moving-to-ambulatory-care/>

Best Wishes,

Lorna



## My journey through services with my autistic children

1387916

*Fraggle72* a parent/guardian 02/09/2025

88 views

My enduring takeaway which spans the past 12 years dealing with SLC HSCP and Education is one of enduring disappointment as well as loss of faith and trust in the majority of Health and Social Care/Education practitioners and their respective services.

On repeated occasions services have proven totally ineffectual, and ill-equipped to intervene meaningfully when things were at their worst and my children, at different stages in their lives being in a state of crisis. I felt shamed and blamed on repeated occasions when desperately seeking support to save my children's lives. Instead of much needed intervention this took the form of being directed to parenting programmes which proved entirely irrelevant and nothing to do with autism or suicidal ideation. Matters were compounded by being told on one occasion that my eldest sons diagnosis was what I wanted...and had ticked the boxes. This led to years of self blame when i believed i was solely responsible for my children's struggle with their mental and physical health and neurodivergence.

It was only as the direct intervention of a clinician in Glasgow NHS diabetic psychology team that I was referred to ARCH South Lanarkshire. Over the subsequent 4 years ARCH gave me the support, knowledge and information I needed to understand my children's issues, to regain my self confidence and respect, and equipped me with strategies and supports to improve my children's wellbeing. I was also able to re-frame many previous encounters i had with professionals who seemed to be solely committed to a medicalised model of autism, and who embodied many unhelpful and ableist attitudes. By pursuing my own higher education alongside the support and encouragement of ARCH and fellow autism community members I also reached a deeper appreciation of co-occurring conditions which sit alongside autism, but are distinct conditions in their own right and require discrete interventions. These included, trauma, depression, diabetes, CPTSD, ADHD, suicidal ideation, anxiety and many others too numerous to list.

My children had to endure interventions which were mainly reliant on conventional talking therapies such as CBT, and which did nothing to alleviate or remedy their distressed state of mind. I then explored private options as well as self directed support through social work services. The latter was an entirely useless process ,despite seeking and receiving support from Take Control, my local MSP and ARCH. I was also offered the chance to talk to 2 newly appointed managers who were tasked with improving SDS, but seen no subsequent progress. This left me feeling ignored, and my son's needs unmet. During this period I was forced to balance one son's need for transport to and from school, with my other son's suicidal intent after he had been hospitalised for this condition. Even when this dilemma was outlined to social workers, there was no offer of support made and sds suggested as an appropriate route. I subsequently discovered that sds is for stable and ongoing conditions and not crisis intervention. It has impacted my own mental and physical health, resulting in prescribed medication.

The past 5 years in particular have seen 2 of my 3 children making suicide attempts, and my third seeking crisis intervention due to suicidal ideation. Last year my youngest son received a dual diagnosis of AuDHD from NHSL's neurodevelopmental team after being initially referred from NHS Glasgows CAMHS crisis team , but despite this has never received any ongoing therapeutic support with the exception of the offer a follow up appointment from the NHSL's ND team to explain his condition. This ignored entirely his mental health and suicide attempt. My oldest daughter also experienced her own mental health issues during this time, and in spite of identifying as neurodivergent herself elected not to pursue her own diagnosis due to her brother's experiences and the inordinate waiting times, with adult ADHD assessments now being terminated entirely.

I have also been dissatisfied with the support I and my children have received in South Lanarkshire schools.

All in all the sum of my family's experiences with South Lanarkshire Education, CAMHS, ND team and Social Work personnel-from social workers, to the Director of social work himself have been extremely negative.

**Suzanne Shields** North Lanarkshire Health & Social Care Partnership 02/09/2025

Dear Parent,

I am sorry to read of your experiences with a range of services. I am the Clinical Manager for the Neurodevelopmental Service and would welcome the opportunity to discuss the concerns you raised about our service with you.

If you would like to contact me on 01698 687490 and we can arrange a time to talk.

Best regards,

Suzanne Shields

Clinical Manager

Neurodevelopmental Service

**Ramon Hutchingson** *Team Leader South Lanarkshire University Health and Social Care Partnership 02/09/2025*

I am personally and professionally sorry for the experiences you and your three children have had to endure in your efforts to locate, and receive meaningful targeted intervention from a range of statutory services who are tasked with addressing the very vulnerabilities you articulate in your post. These negative experiences are echoed by many others in the autism/neurodivergent community supported by ARCH.

Many of the systemic problems you outline are amplified by commitments made which are not subsequently realised, or translated into tangible supports.

The sum effect for users and carers is either mounting cynicism in the integrity of services, or a complete breakdown of trust in practitioners.

This can only in part be remedied by services developing informed supports which offer positive, sustained change for our community members.

The absence of impactful supports results in the types of experiences you have commented upon.

I would also like to offer you some reassurance that ARCH knows there are many professionals, who our community call 'allies' committed to offering service users and carers support which upholds best practice via relationship-based interventions and which also provide compassionate care, connection, safety and positive outcomes.

The problems you have encountered appear to have fallen short of those intentions, and I hope the services you mention, along with the staff who populate them will reflect on what you have said with a view to effecting changes in existing provision to prevent other experiences of this nature being posted.

If you need to discuss things further, please do not hesitate to call me at ARCH 0344 225 1111, or attend one of our twice-weekly parent carer sessions every Monday and Wednesday.

**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde 03/09/2025*

Dear Fragg72

Thank you for taking the time to get in touch with Care Opinion. I am sorry to hear about the distress and lack of support you and your family have faced over the years.

I can see that colleagues from NHS Lanarkshire have responded, but I wanted to thank you for your recognition of the support received from NHSGGC's Diabetic Psychology Team and the referral to ARCH.

Thank you

Nicole

**Paul Meechan** *Fieldwork Manager - Hamilton/Blantyre South Lanarkshire Health & Social Care Partnership 04/09/2025*

Dear Fraggie72,

Thank you for sharing your experiences with various services. I'm sorry to hear of the difficulties you've encountered.

I am the Fieldwork Manager for the Children & Family Social Care services and would welcome the opportunity to speak with you directly about the concerns you've raised regarding our service.

Please feel free to contact me on paul.meechan@southlanarkshire.gov.uk, and we can arrange a suitable time to talk.

Best regards.

## Covid Vaccination Programme

1 story

### Not contacted for a pneumonia vaccination

1246325

*Georgem a service user 19/08/2024*

117 views

I turn 67 soon. I have diabetes and a history of upper respiratory issues. My partner recently received an appointment for a pneumonia vaccination. She asked our local GP surgery why I had not received such an appointment for a vaccination. They said I should have received an invitation from the SCI but no such invitation has been received. The surgery said to contact the SCI but I cannot see a way to do this.

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
20/08/2024

Dear Georgem

Thank you for getting in touch. Can I check if it is the pneumococcal vaccination that you are referring to? The pneumococcal vaccination protects against becoming unwell with pneumococcal infection – which can lead to illnesses including bacterial meningitis and pneumonia.

I have spoken to colleagues, and they have advised contacting NHSGGC Vaccination Contact Centre on: 0800 917 6115.

Kind Regards

Nicole

## Gartnavel General Hospital

11 stories

### Diabetes Clinic/Centre

9 stories

### Diabetic Centre Gartnavel Hospital Glasgow

250692

*AAG the patient 18/09/2015*

2,269 views

I am a Type 1 Diabetic and I have been attending the Diabetic Clinic at Gartnavel for over 20 years for my 6 monthly reviews.

The service I have received has always been first class up until about 2 years ago. Now my appointments are routinely cancelled, rearranged and then cancelled again. I have now reached the stage where I haven't been seen by a diabetic specialist since November last year and the clinic is unable to give me another appointment due to lack of resources.

Apparently this situation has happened as the clinic has insufficient staff (they have been moved to the new Queen Elizabeth Hospital) and are having to routinely cancel clinics.

Diabetes is a life long condition and the key to reducing the chances of serious complications is to have good control and to have regular check ups with a Diabetes specialist. I have reached the stage where I am no longer receiving this service.

**Lorna Fairlie** Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde 18/09/2015

Dear AAG,

I am really sorry to hear this and appreciate how frustrated you must be feeling since you have seen such a change in the service you have been using for such a long time.

I have passed your comments on to the General Manager for this service for more information, and I may come back to you for some more personal details to help us to look into your case in particular. Either way, I will get some more information to you as soon as possible but I wanted to make sure your post was acknowledged in the meantime.

Best Wishes,

Lorna

**AAG**

Thanks for your prompt response Lorna. Something has gone wrong at the Diabetes Centre at Gartnavel which needs urgent attention.

## I feel quite worried and isolated

275081

*CAR123 the patient 05/02/2016*

878 views

I have received a letter from Gatnavel advising me that my next appointment at the diabetes centre has been rearranged from early March to late August. This means that I will not have had a clinic appointment for 15 months. I have Type 1 diabetes and since having started using an insulin pump in 2013 I am very concerned at how infrequently I see a specialist doctor. To add to my concerns, the DSN whom I could contact for help or advice has now left and I have not been told of any other specialist nurse replacing her at Gartnavel. I agree with the note from AAG from four months ago that we seem to be the victims of staff shortages at Gatnavel. I feel quite worried and isolated by the situation.

## Diabetes Centre, Gartnavel General Hospital

298900

*GK95 the patient 24/06/2016*

2,456 views

Like another patient on here - I'm Type 1 Diabetic and attending Gartnavel General Hospital Diabetic Clinic \ Centre for about 30 years but in the last year or two things have seriously gone downhill. I always used to have an early morning appointment (8. 30am) which would allow me to be only a couple of hours late for work, but last time they cancelled my appointment they gave me one for 10. 15am which when I phoned to re-arrange they advised they would not be able to give me an 8. 45am appointment until December (I phoned in April! ). When I attended this morning they wanted me to have a 6-month check up but could only give me an appointment between 9. 30am and 11am one day a week ... far from satisfactory, and far far from suitable for patients who have jobs to attend.

My Diabetes has never affected my job and now my clinic appointments are going to make me miss an entire Half Day just for an hour's appointment. Very disappointing. Thinking of transferring to New QUE Hospital Glasgow but have no idea if they'll be any better. Thanks

**Lisa Ramsay** Patient Experience Public Involvement Team Support NHS Greater Glasgow & Clyde 01/07/2016

Dear GK95

Thank you very much for taking the time to post on Patient Opinion. I am sorry to read that you are not happy with the appointment system in the Diabetes Clinic at Gartnavel General Hospital. I will pass on your feedback to my colleagues of that service who will hopefully be able to provide you with some answers to the issues you have raised here.

Best wishes Lisa

**Lisa Ramsay** Patient Experience Public Involvement Team Support NHS Greater Glasgow & Clyde 12/07/2016

Dear GK95

I understand your frustration at having to take additional time off work for your appointment. I have been advised by the Clinical Services Manager that unfortunately early morning appointments are very popular and are allocated quickly.

I am sorry that this is not the answer that you are looking for however I have passed on your concerns to the service.

Best wishes Lisa

**GK95**

Thank you for your response Lisa. I do understand, but my problem is not now the \*popularity\* of the early morning appointments, it's the fact that my new Consultant only \*has\* appointments from 9.30am - 11am. I have always been very willing to wait a little longer than my six months for an 8.45am appointment, but unfortunately that option has now just been completely removed. It seems if I had a different Consultant I may be able to get earlier appointments - although I was told that there was no way I could change my Consultant. This is very frustrating as I was changed to this one only in the last six months ... and nobody told me they were changing my Consultant or asked if I had any preference. I know there is probably little you can do Lisa, but thought I should make you aware of the full situation. Thanks again, GK

**Lisa Ramsay** Patient Experience Public Involvement Team Support NHS Greater Glasgow & Clyde 12/07/2016

Dear GK95

Thank you for coming back with more information about your situation, this is helpful.

I would like to look into this further for you to provide you with some answers to the questions that you have raised. In order for me to do that, would you be able to email me at Lisa.Ramsay@ggc.scot.nhs.uk with some personal details?

I look forward to hearing from you. Lisa

## Changes to Scheduled Appointments 11 Month Delay

*Linc a parent/guardian 15/07/2016*

My son is Type 1 diabetic attempting to live a fulfilling life and work full time. He had an appointment for his six month review scheduled for January 2016. We were then informed by letter that this had to be re-scheduled to April 2016, no explanation was given. This appointment has now been re-scheduled again to December 2016, nearly a year out from the original appointment. I think this is completely unacceptable, and does not accord with NICE guidelines on treatment support for Type 1 diabetics, does not support a young man who wishes to be a productive member of our society and much more. There has been no contact from his DSN during this time to check he was.

We also cannot understand why all appointments are during standard working hours. Is it not possible for there to be evening appointments one day a week?

*Would recommend? (Friends and family test): Unlikely*

**Lisa Ramsay** Patient Experience Public Involvement Team Support NHS Greater Glasgow & Clyde 18/07/2016

Dear Linc

Thank you for taking the time to post on Patient Opinion. I am sorry to read about the delays for your son's appointment and I would like to look into this further for him.

This must be frustrating for both you and your son to have his six month review appointment delayed for so long. However, due to patient confidentiality, would you ask your son to contact me at Lisa.Ramsay@ggc.scot.nhs.uk with some personal details.

Best wishes Lisa

**301980**

885 views

## Gartnavel Diabetes Centre

305159

*DocJ the patient* 29/07/2016

889 views

I saw a new diabetes consultant who informed me that a new regime was in place as the old one had been somewhat lacking. However, there is still no sign of a DSN to care for me so it appears to me that this super-efficiency is, nonetheless, sadly lacking.

*Would recommend? (Friends and family test): Unlikely*

**Lisa Ramsay** Patient Experience Public Involvement Team Support NHS Greater Glasgow & Clyde 03/08/2016

Dear DocJ

Thank you for taking the time to post on Patient Opinion. I am sorry to read that you have not been told who your new DSN is. What you have explained here is not the communication we expect our patients to receive.

I would like to look into this further for you and provide you with an answer to the issue that you have raised. In order for me to do that, would you please email me with some personal details to Lisa.Ramsay@ggc.scot.nhs.uk.

Best wishes Lisa

## I really can't thank these nurses enough

360487

*terry1234 a relative* 11/04/2017

1,914 views

My brother attended out patient clinic on Friday am, he was subsequently admitted for immediate treatment. He attended this appt with my 79 year old mother.

He has a moderate Learning Disability and visually impaired. My brother is terrified of hospitals. He is convinced that people go into hospital to die, as this happened to my father.

The care that he and my elderly mother received was nothing short of incredible. I am a nurse and have health professionals in the family. We couldn't have given him any better care. The nurses allowed us to stay with him 24 hrs a day with different family members, covering shifts. They supplied us with a bed and support day and night. My brother was terrified and once he knew that we could stay with him he was calm.

They nurses made sure he was involved in all decisions relating to his care. The kindness and compassion shown to my family is difficult to put into words. On another positive note, the nurses supported my mother to accepting care at home. This has been a battle we have had for a number of years. My brother is 49 and a big man.

I really can't thank these nurses enough for the care given to my young brother.

Thank you so, so much.

This was ward 1c ophthalmology.

*Would recommend? (Friends and family test): Extremely likely*

**Lisa Ramsay** Patient Experience Public Involvement Team Support NHS Greater Glasgow & Clyde 13/04/2017

Dear terry1234

Thank you for taking the time to post on Patient Opinion. I would like to say how touched I am to read your post.

Going to hospital can be scary for so many people so I understand how your brother would have felt terrified considering what you have shared here. I am so pleased to read about the care our staff provided to him and to your mother. What you have explained here about how you and your family were able to be involved in your brother's care, is how we aim for all of our patient's loved ones to feel. I am glad to read about how our nursing staff were able to help with your mother in accepting care at home.

Please be assured that your kind words will be shared with the staff in ward 1C. They will be delighted to hear about the positive impact the care they provided had not only on your brother, but you and your family.

I hope your brother is doing well now that he is home.

Best wishes Lisa

## Difficulties in contacting clinic

*joelm335 a service user 06/04/2021*

**837110**

384 views

I have Type 1 diabetes and attend the clinic at Gartnavel General Hospital in Glasgow. The clinic has been functioning on a "remote" basis during the pandemic. I recently had an issue regarding the ordering of insulin pump supplies - the Health Board responsible for my funding started to reject invoices from the pump company so they were unable to provide infusion sets etc., leaving me in danger of running out of pump supplies.

This seems to have been a simple administrative error and should have been easy to sort. My problem was that it was nearly impossible to contact my clinic. NHS Scotland appears to have changed all their email addresses without informing patients of the new contact details - emails sent to the old addresses were rejected. "Non Urgent" telephone calls to the clinic are being diverted to voicemail and I did not receive the promised response within 24 h.

It was only because I know another patient with contacts in the MCN that I was able to obtain an email address to contact at the clinic. Hopefully, the difficulty with ordering pump supplies is being resolved.

I am well aware of the difficulties that the pandemic has presented to all aspects of the NHS. Nevertheless it is essential where clinics are not functioning on a face to face basis that patients be provided with support and this includes providing them with the appropriate email contacts, phone numbers etc. This does not seem to be the case.

**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde*  
08/04/2021

Dear Joelm335

Thank you for getting in touch.

I am sorry to hear about the issues you have encountered regarding your insulin pump supplies and being unable to contact the Diabetes Clinic. As you have mentioned there have been a number of changes to the clinic as a result of the Pandemic, but it is still important that patients are still able to contact the Clinics.

For other people reading your story, the email addresses for the Gartnavel Clinic is [ggc.northwestglasgowdiabeteshub@nhs.scot](mailto:ggc.northwestglasgowdiabeteshub@nhs.scot) and the contact telephone number is: 0141 211 3136.

I will share your post with the Senior Management Team responsible for the Diabetes Service and confirm that patients have been made aware of the changes to the Service.

Kind Regards

Nicole



## My daughter's care

979825

*Detroit@1 a parent/guardian* 30/09/2022

681 views

My daughter was rushed into Resus with DKA. She was extremely unwell on admission.

The swift action of all nurses and doctors ensured a quick diagnosis and subsequent treatment.

She was later transferred to HDU, where she received excellent care after a shock diagnosis of Type 1 Diabetes.

Our family would like to thank all staff who were involved in her care, especially Lyndsay, Kirsty, Dr Mo and Nicola in Ward 5A.

She is now under the care of the diabetic team in Gartnavel, where she has met Alison and Christine, who will continue to provide her with the care and expertise she will require to help her adjust to this life changing condition.

Thank you

**Kevin Torbet** Admin Assistant NHSGGC 05/10/2022

Dear Detroit@1

Thank you for taking the time to leave us such lovely feedback in regards to your experience of attending the A&E, HDU and Ward 5A of the Queen Elizabeth University Hospital with your daughter.

I was sorry to hear your daughter had to be admitted to the hospital after becoming extremely unwell. This must have been a very worrying time for you and your family.

It was however wonderful to hear how all the staff have made you both feel welcomed and comfortable while she has been in for her diagnosis.

I'm glad she is being provided with great care and expertise by the staff and they are helping her adjust to this life changing condition.

I will be sure to pass on your thanks to all the staff involved who I'm sure will be delighted to hear you have both had such a pleasant experience.

Kind regards

Kevin

## Overwhelmed with the advice and kindness

1325687

*Magmc the patient* 21/02/2025

158 views

I attended Gartnavel diabetic clinic after being quite unwell and ended up on insulin. I was pretty scared but when I met Christine for my first appointment I was really overwhelmed with the advice and kindness she showed me, putting me at ease from the beginning.

I can honestly say without her help and guidance I would not be anywhere near the stage I'm at regarding insulin....she taught me to take control of my life and made herself available to me for any questions I may have.

I will be eternally grateful to her as she continues to help me on this journey. I spoke to a couple of patients in the waiting room and they all felt the same about her and agreed without her they would be lost. She's a credit to the NHS and to her department.

**Kevin Torbet** Admin Assistant NHSGGC 03/03/2025

Dear Magmc

Thank you so much for sharing such a heart warming and positive experience. We're incredibly pleased to hear how Christine's support, kindness, and guidance have made such a significant impact on your journey with insulin.

It's clear that she goes above and beyond to ensure patients feel supported and empowered, and we're grateful to have someone so dedicated in the team. We will be sure to pass on your kind words to her, and we're thrilled to know that you're feeling more in control of your health.

Thank you for acknowledging the great work happening in our department—it's stories like yours that help highlight the incredible care provided by NHS staff.

We wish you all the best on your continued journey and thanks again for sharing this really means a lot to the staff.

Kind regards

Kevin

### Ophthalmology (eye problems) (Ward 1c)

1 story

## Diabetes care as a surgical inpatient

543991

*Carinio the patient* 06/07/2018

1,014 views

In December I had Eye surgery at Gartnavel Hospital

12:30-12:45pm - Removed insulin pump before theatre as advised by anaesthetist who had asked earlier that morning if I was on lantus. I had informed them that I would have no insulin in my system once my pump was removed. I said I do not use lantus or any other background insulin, only Humalog via insulin pump. I was assured that they would check my blood sugar during surgery and inject actrapid insulin when required.

4:10pm – Came round from anaesthetic, my eyes were completely covered and I had no sight at all – as expected.

I was vomiting violently.

Struggling for breath.

Shaking & trembling.

Extremely hot and thirsty.

I asked what my BG was. They didn't know. They tested and it was 11.9

I asked what insulin I had in theatre. Nurses didn't know. They said it wasn't in my chart.

I asked them what my ketone level was. Nurse said they didn't have anything to check ketones.

I explained where they could find my personal BG & Ketone meter and test strips. Ketones were 1.0

I kept asking nurse to find out how much insulin I had in theatre. I had my pump off for 4 hours by this time. I needed to know how much insulin was in my system and if I needed more.

I continued to vomit, shake, struggle for breath, feel hot and thirsty.

I asked nurse to check BG again, it was 12.3

Asked them to check Ketones again, they were 1.6

I told nurse I needed insulin to combat ketones but needed to know what time and how much I had been given since taking my pump off.

Nurse said my notes indicated I was not to get my insulin pump back on until I had eaten some toast.

A) I was not able to keep water down so knew I would not be able to eat toast.

B) I didn't know how I was going to be able to work my pump as I could not see!

I told nurse I wouldn't be able to keep food down until I had got rid of ketones and that I desperately needed insulin.

4:50pm - Anaesthetist came and told me I had no insulin since taking my pump off as my BG had been stable in theatre. I told the anaesthetist I had no background insulin working and that I still need insulin even without food.

I was asked if I wanted my pump back on and I said yes as I just wanted insulin in my system as quickly as possible. I knew with my pump on then at least my basal rate would be running and it could potentially stop DKA.

Anaesthetist gave me my pump and I attached it to my canula in my tummy. The anaesthetist asked how much insulin I needed to bolus.

I explained to her how to give me one unit. I was scared of going low (no hypo awareness) and by this time didn't trust that I would be looked after properly. I was still being sick, struggling to catch my breath, very hot and very thirsty.

6pm – BG 12.6 I begged nurses to please get a diabetes specialist. I was now really scared to try and explain to a nurse how to bolus more insulin using my pump. I was also really scared to not bolus insulin. I had an intense fear by this time of both DKA and Hypoglycemia. I had no vision and could not monitor my BG and Ketones by myself. I had to rely on someone else to do it for me.

Nurses couldn't get hold of Anaesthetist to find out what to do. I was still being sick etc. Eventually someone from Queen Elizabeth University Hospital called and said I was to be put on a sliding scale and moved to the ward.

7-8pm Eventually arrived in the ward. Starting to feel slightly better. Was told to take my pump off, which I did. BG 12.2 Ketones 0.7

It seemed to take a while to get the sliding scale started so I connected my pump back into me until it got started.

I felt more confident by this time because my sister, daughters and son were with me now. They could check my BG and ketones!

I asked a number of times how a sliding scale worked but no one gave me an answer. I had no idea how long the insulin that was going into my veins took to work or stayed in my system.

I had to fight to get my daughter to stay overnight in the hospital with me. I was terrified of Hypoglycemia with no awareness. I couldn't see. I didn't feel safe at all.

**Julie Craik** *Patient Experience Public Involvement Manager NHS GGC 09/07/2018*

Dear Carinio

I was very sorry to read about your upsetting experience whilst in our care and how frightened you were. Having an operation for anyone is a concerning time and to have the additional worry about your diabetic control must have been very difficult. Staff should have anticipated that having your sight affected would impact on your ability to manage your insulin pump

I would want our staff to be able to hear about this from you directly so that they can learn from it in order to improve care for other patients with diabetes who might need operations in future and would ask that you get in touch with our complaints team (telephone: 0141 201 4500 or email: [complaints@ggc.scot.nhs.uk](mailto:complaints@ggc.scot.nhs.uk)) so they can arrange a meeting if you would find that helpful.

We are aware that many people with diabetes come into hospital and we have recently run an Insulin Awareness week across every hospital to raise staff awareness of the needs of people with diabetes. We are also arranging training for all wards and departments in the care of people with diabetes.

Regards

Anne Harkness

Director – South Sector

## Pulmonary Rehabilitation

1 story

### Staff could not have been more helpful

1377652

*foranaxck97 a staff member posting for a patient/service user 16/07/2025*

44 views

Staff could not have been more helpful, you have all been lovely! It's been great doing weekly exercises in a small group setting. It's pushed me to exercise more which has fairly reduced my breathlessness - although I still don't understand how. I am also diabetic - between this course for my breathing and the Slimming world, over the last 12 weeks I have lost 30lb! The information at the end of each class has been very interesting and I have appreciated the handouts given for me to look over in my own time. Joyce and team are fab.

**Kirsty Murray** *Team Lead - Pulmonary Rehabilitation Service NHS Greater Glasgow and Clyde 16/07/2025*

Dear foranaxck97

Thank you so much for taking the time to provide such positive Care Opinion feedback regarding your experience at the Pulmonary Rehabilitation Service at Gartnavel General Hospital.

Pulmonary Rehabilitation is one of the most important interventions for patients with chronic lung conditions so it is great to hear that you have found the programme to be of value and that it has helped to reduce your breathlessness.

Well done on your weight loss achievement too that is fantastic and will also help to improve your breathlessness.

The team endeavour to provide the highest standard of patient centred care and I will ensure Joyce gets to see this feedback.

Thanks again and take care,

Kirsty Murray

Team Lead Pulmonary Rehabilitation GG&C

## Good diabetes care

76265

*Katie 17 the patient* 28/09/2012

476 views

I'd like to sing the praises of Gartnavel hospital and the diabetes care I receive. I've been registered with the hospital for 10 years; latterly as pump patient.

The care and attention provided by Dr Small and Heather Maxwell is absolutely excellent (and top marks to Fiona the receptionist too, who never minds that I always forget to bring my appointment card with me).

I've learned so much about diabetes in the last five years (it can be a difficult condition to live with) which will stand me in good stead for the future.

**Paul Cannon** *Head of Administration, Acute Services Division* Greater Glasgow & Clyde NHS 05/06/2013

Thank you for taking the time and trouble to provide your very kind feedback.

will ensure that this is passed on to those involved and I am sure that they will be very pleased to read your comments.

I am sorry that this posting was not acknowledged at the time, we had a break in our use of Patient Opinion, but we have now resumed doing so, and I thought it was still important to acknowledge your posting and where appropriate to pass comments on.

Once again, thank you for using the Patient Opinion feedback system, it is greatly appreciated.

Dr Small and all of the staff who provide you with Diabetic care will be delighted to read your very thoughtful remarks.

## Disappointed at delay

271480

*JCAG the patient* 08/02/2016

836 views

My consultant appointment in November 2015 was cancelled and a new appointment issued for January 2016 which wasn't too bad when compared to previous postponements. However, on this occasion I was aware of complications, associated with my diabetes, hence felt in need of expert help. It transpired that my consultant had retired albeit his commitments were being covered by a locum. I contacted another member of my care team at GGH whereupon my email was passed to the dietician. I was dismayed: my immediate problem concerned a haemorrhage behind my eye for which the dietician could be of little or no help. Apparently, no one else was available therefore I had no option but to await my new appointment - in a state of increasing anxiety.

Following that appointment, today, I have now been referred to ophthalmology.

I am disappointed that my treatment was delayed despite the presence of other team members who might have assisted me sooner.

**Lorna Fairlie** *Patient Experience, Public Involvement Project Manager* NHS Greater Glasgow and Clyde 05/03/2016

Dear JCAG,

First of all, please let me apologise that I am only just seeing and responding to your post now. I too am disappointed at the delay you had in getting this appointment - while some postponements to appointments are unfortunately unavoidable, if you had noticed a change in your health this should have been highlighted to the most appropriate healthcare professional. Without knowing all of the circumstances, it would seem that communication within the service could have been improved to avoid you becoming so anxious about this complication.

I am glad that you have now been referred to see a specialist, and will pass on your comments to the diabetes team to see what we can do to improve on this for the future. Thank you for highlighting this to us though, as this is the only way we can continue to make things better.

Best Wishes,

Lorna

## Learning disability

1 story

### My sisters cancer journey

844924

*Scotmac a relative* 21/05/2021

1,226 views

Last year around April I contacted my gp regarding frequent bouts of diarrhoea my sister was having. The receptionist refused to make an appointment for her and told me to use loperamide. This continued and eventually we were given a sample pot to use. It came back negative but dial onto yes sporadically. We went for her diabetes check at which point I mentioned the problem again and they realised she had lost a considerable amount of weight in a short time period.

Again we sent of FOC samples. The GP referred to gastroenterology who said to give a low dose loperamide as sample was clear. We went back again, the GP said gastro were going to do a virtual appointment. No appointment materialised.

GP went back to them and we finally got a face to face appointment. As soon as gastro doctor touched her he could feel a growth in her abdomen and arranged for a scan. Scan showed ovarian cancer and in January we were given an appointment with gynaecologist at Monklands.

At the beginning of March she had a radical hysterectomy removing ovaries, uterus, Fallopian tubes, omentum and peritoneum. While in hospital at Glasgow royal she recovered well from the surgery however she was having problems urinating and a catheter was placed. I believe this was attempted several times, we were informed of this by one of the nurses. I was concerned that fluids were not being pushed.

My sister is 71 and learning disabled. I had taken bottles of water in for her and asked that they made sure she drank them and told them that she would need to be encouraged. She also ate very little during her stay and was not encouraged to eat. She came home and all was well. We met with the oncologist at the Beatson and chemotherapy was arranged.

The first chemo went off without a hitch. On the morning of her second chemo ( which was booked in at 3pm) 3 weeks later we received a call first thing in the morning to tell us she should have been in Gartnavel for a PICC placement. We had received no previous notification of this appointment.

We rushed to the unit where the staff fitted her in. She had her PICC placed and we went to leave the hospital. I then received a call from the Beatson asking where she was as she was due to have had her chemo at that morning. Again we had not been informed of this change. She had her second chemo and we prepared to leave until I realised she had not been given her medication.

No one had brought it to us and were happy for us to leave without it. On the Sunday following her chemo she developed a temperature and I called the Beatson. They organised an ambulance to take her to Wishaw General where she was admitted via A&E. Here she saw several nurses including ANPs and had a cannula inserted in her hand. I repeatedly told them she had a PICC line inserted. The doctor made a brief examination and asked for swabs Then proceeded to ask me about what my thoughts were should things escape and she needed ITU. This seemed to be the doctor's main area of concern.

Eventually she was admitted to the MAU. By this time around 5 hours had passed. I believe the policy for

high risk patients with risk of sepsis is one hour from door to needle. I think she may have started her therapy around 7pm. While in the MAU on the Tuesday I took her to the toilet, she had diarrhoea due to the antibiotics. I did check with the nursing staff before I took her and they said it was ok. I noticed that her cleft was very red and sore. I cleaned her and applied baseline I had. When the nurse came into the room I told her about it and the nurse replied oh yeah the staff earlier said that. The nurse then came back 10 mins later with Cavalon barrier spray I also expressed concern that she was lying in bed and had been since she came in and told them she was mobile and I took her own walker in for her to use.

Her IV antibiotics were being run through another cannula in her sub cubical fossa. I had informed all staff I saw that she had a PICC line available. I notice bruising on her arm and realised the casually had not been correctly positioned or had moved and the IV was running into her tissue. I made staff aware that I had seen this. By this time she was on oral antibiotics I was then told her PICC had blocked and when I requested they get someone from oncology or IV team I was told the medics are dealing with it. I requested it was seen to ASAP as it was an infection risk if not working. She was finally discharged.

The Friday. On getting her home I gave her a shower and saw bruising on her buttocks, her bottom was still very red with broken skin which we think was her not being cleaned properly and also the transfer onto the bedpan.

So far in this journey I have met some amazing professionals who are very caring but sadly I have met many who are happy to tick boxes rather than really look at the patient and offer them basic care. Policies do not seem to be adhered to, nursing staff are so wrapped up in the technical that they forget basic nursing care.

I feel it is their job to ensure a patient eats and drinks ! I am saddened to write this, but as we are only a short way through this journey I felt it had to be raised. I am horrified to think what would be happening to my sister if she did not live with me and have me fighting her corner and that is not how it should be.

**Elaine Burt** *Chief Nurse NHSGGC 21/05/2021*

Dear Scotcmac

I am very sorry to hear of the issues raised in relation to the quality of care your sister received while attending the Beatson West of Scotland Cancer Centre.

I would be really keen to look into this further and would be grateful if you could contact me with your sister details. You can contact me on: 0141 301 7315.

Kind Regards

Elaine Burt

Chief Nurse

Regional Services

**Janice Miles** *Senior Nurse, Older People Services & Outpatient Services NHS Lanarkshire 21/05/2021*



Dear Scotcmac,

I am so sorry that your sister and yourself have had such a negative experience whilst in University Hospital Wishaw.

This is not the standard of care we strive to deliver.

I, as Acting Chief Nurse would be very keen to meet and discuss this with you so I can provide reassurance that should you require further care here you would feel confident that your sisters care needs would be meet.

I would be much obliged if you would please contact our Patient Affairs Department on 01698 366558 so they can organise this meeting.

Kind regards

Janice

**Elaine Burt** *Chief Nurse NHSGGC 28/05/2021*

Dear Scotcmac,

I just wanted to follow up my earlier post where I'd suggested you get in touch with me so we can look more specifically into your sister's experience. Although I haven't heard back from you, I felt it was important to reassure you that we regularly review our feedback to look at the themes that are coming out of what people are telling us to help us focus on what we need to improve. We are committed to making sure that all of our patients and their families are given the opportunity to tell us what was good about their time in our care, aswell as what we could do better.

Kind Regards

Elaine Burt

Chief Nurse Regional services

NHS Greater and Clyde

## My Dad's care journey

1259344

*bravofe87* a relative 19/09/2024

585 views

Following a 6-week urinary infection treated with multiple antibiotics having had no face to face GP appointment and no diabetic annual check for 4yrs, my dad's health declined rapidly

Due to a public holiday we called NHS24 111. The swift triage had dad seen by paramedics and admitted to QEUEH Resus and informed us he had urinary sepsis uncontrolled diabetes and was very unwell.

He was treated effectively and efficiently and with great care at every stage.

He was taken to ARU1, huge thanks to Dr. Fatima & team who were reassuring to us all in those first 24hrs.

This acute period meant he went from diet controlled diabetes to insulin sliding scale & moved to 5B.

Here he was cared for 3 weeks & the team were amazing. Dad had his favourites, but especially HCSW Paul. June, diabetic nurse support, taught the family new skills. Jill, advanced nurse practitioner, gave advice regarding how this acute sepsis etc gave Dad moderate heart failure.

The delay in care package meant that Dad luckily was in 5b when he unfortunately he had a heart attack a few days before potential discharge. Swift care attention from 5b yet again.

He was moved to 6c for telemetry and monitoring. The moves during this time were quite stressful for dad. He would worry and be anxious.

However in 6c Sn Connie & HCSW Lynn were just wonderful and incredibly supportive to us all.

Thank you to Emma in Occupational therapy for arranging the equipment for home.

Care package set up in community delayed his discharge twice. Staff mentioned this was a regular issue. However staff wanted to ensure it was in place to support my dad mum and family.

Once this was sorted he was moved to medical day unit for 2 nights due to slight delay in medication etc. Many thanks to Sn Angela for sorting everything.

After 5weeks he came home via hospital transport another swift smooth service. District nurses and carers all in place and working well. This support means dad and family have support in place to help Dad continue his journey back to independence. So very thankful and grateful to NHS 24 to paramedics, to all the staff in Resus ARU1, 5b, 6c, Medical Day Unit, hospital transport. Outstanding at every stage, the care attention he received and the support given to the family cannot be faulted. We are so appreciative and thank everyone so much for hard work and dedication. So many names to remember but you know who you are. Dad is doing very well 3 weeks at home recuperating and improving every day.

**Marie Austin** Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024

Dear bravofe87

Thank you for taking the time to share your Dad's journey of care and experience. These insights demonstrate the high quality care received across all the services. I will share this feedback with Dr Fatima and the team in ARU1. I am pleased to hear that your Dad is doing well now at home and recuperating. The expression of your gratitude will mean a lot to the team.

Kind regards

Marie Austin

Lead Nurse

Acute Receiving

**Karen MacKay** Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024

Thank you for taking the time to share your Dads story during his recent admission to QEUH.

It is always helpful to receive feedback whether positive or negative so that changes and improvements in care can be made when required.

Although it sounds as if it has been a really worrying time for your family, it is reassuring to hear that your dad's health seems to be improving and he is now recovering well at home.

Please be assured I will pass on your gratitude to the nursing managers in the various departments you have mentioned in your post, including one of the areas I manage - Medical day unit.

Thank you again for your kindness.

**Mark Hannan** *Head of Corporate Affairs and Engagement Scottish Ambulance Service 19/09/2024*

Hi bravofe87,

I see my colleagues from NHS GG&C have come back in response to your kind words about your dad's care throughout his NHS journey.

I just wanted to thank you for your compliments in relation to our staff from the Scottish Ambulance Service. It is very much appreciated.

I'm so pleased to hear your dad is on the mend and improving every day. That's brilliant news.

Please pass on our best wishes to him.

Thanks,

Mark

**Karen McGuire** *Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024*

Hi bravofe87

Thank you for sharing your dad's journey with us, your feedback is very helpful to ensure we continue to deliver good quality care to all of our patients. I will pass on your kind comments to SN Connie and HCSW Lynn in 6C who were especially supportive to your dad and your family at what must have been a very stressful part of your dad's stay in hospital. The team will be delighted to hear about his progress.

I am so pleased to hear your dad is recuperating well at home and please pass on my best wishes for his continued recovery.

Many thanks

Karen

**Lynsey O'Dwyer** *Interim Senior Nurse East Renfrewshire HSCP 24/09/2024*

Dear bravofe87

My name is Lynsey O'Dwyer and I am the Clinical Team for the District Nursing Service in East Renfrewshire Health and Social Care Partnership.

Thank you for taking the time to give feedback and share your experience of your Dads' care. I am delighted to hear that the District Nurses are supporting your Dad at home, promoting his recovery and return to independence.

I will ensure the East Renfrewshire District Nursing team get your feedback. I wish your Dad well with his recovery.

My best Wishes

Lynsey O'Dwyer

**Karen Hughes** *Senior Charge Nurse NHS Greater Glasgow and Clyde 25/09/2024*

Dear bravofe87,

thank you so much for taking the time to submit such a positive care opinion. I am delighted your dad is continuing to improve at home, that sounded an extremely stressful time for all of you. I will pass on your lovely comments to our staff, especially the resus team. They will be delighted to hear how well your dad has recovered.

please pass on our best wishes to him,

with kind regards,

Karen

## Staff were kind and helpful

1270507

*cycloneee76 a parent/guardian 11/10/2024*

175 views

My daughter got diagnosed with type 1 diabetes at age 13, and from the GP to the hospital admittance, staff were great, kind and helpful.

**Kevin Torbet** Admin Assistant NHSGGC 21/10/2024

Dear cycloneee76

Thank you for taking the time to share your experience following your daughter's diagnosis of Type 1 diabetes. We understand how challenging a new diagnosis can be, especially at a young age, so we are heartened to hear that the care and support you received from both the GP and hospital teams was helpful and compassionate.

Your kind words will be passed on to the staff involved in your daughter's care. Knowing that their efforts have made a difference during such an important time will mean a great deal to them.

Kind regards

Kevin

## Quick compassionate care

1391931

*CS17 a service user 19/09/2025*

5 views

I contacted GP surgery (Auchinairn Medical Practice) with some concerns about my little girl, reception staff arranged for her to see GP within an hour or so, on a Monday morning when practice likely very busy.

GP seen her, listened to my concerns, checked her blood sugar and confirmed likely type 1 diabetes, she & the Nurse with her were lovely, I was upset & GP was just really kind, gave me comfort & she contacted the hospital & asked us to head there, where my little girl remained an inpatient for a couple of nights, whilst they got her on insulin & stabilised her blood sugars.

With it being quite an overwhelming time I required a sick line, the practice must have been short-staffed because it was a GP that answered the call & she spoke with me for quite a while, reassured & comforted me, sign posted me to support services & was just so lovely. I really appreciate the speed of the GP surgery in getting my little girl seen & referred onto the hospital & that is down to the reception staff, GP & Nurse & also appreciate the caring staff at the surgery. Thank you all, especially Dr Walsh & Dr Coya.

*Would recommend? (Friends and family test): Extremely likely*

## Left me feeling like I was somewhat of an inconvenience

1036551

*CaringOne a service user 17/03/2023*

447 views

I was advised to self refer to my local podiatry having been recently diagnosed with type 2 diabetes a while ago and my appointment was last week.

I was fairly apprehensive about the appointment as I was a little embarrassed by my thickened toenails.

The podiatrist who I saw left me feeling like I was somewhat of an inconvenience and that I shouldn't have been advised to self refer. They didn't introduce themselves and before I'd barely sat down gave me a list of things podiatry don't do.

It was along the lines of: we don't do routine foot care, we aren't a toenail cutting service, we don't do routine diabetes checks and they asked who looks after your feet just now? I didn't understand this last question and when it was repeated and I answered me, I felt they were sarcastic in their response

They then had a cursory glance at my feet, said they would take the thickness off my toenails and clip them but I could do this at home in the future. And that was the end of my appointment. I was with them for less than 10 minutes.

I came away feeling very disappointed and that it had been a waste of both of our time. I feel my nails looked worse after the treatment than they did before and indeed one nail had split down the centre.

I was really hoping for a little more reassurance and perhaps some nail care advice. I'm confident with the skin care but the nail advice would have been helpful too. Instead I simply felt dismissed.

As a health professional who deals with patients daily, I would be sad if I ever felt my patients felt like this after my consultation as a little kindness and care goes a long way.

**Dr Claire James** *Deputy Head of Profession NHS Lanarkshire 17/03/2023*

Thank you for your feed back on your experience accessing the Podiatry service. I am sorry it was not a positive experience for you. I would be grateful if you could phone (01698 753753) or email (Podiatry.Hub@lanarkshire.scot.nhs.uk) our access hub giving your name and contact telephone number so that we can provide feedback to staff and discuss your concerns with you on a personal level with the aim of improving patient experience in the future.

Kind regards

Claire James

Deputy Head of Profession- Podiatry NHS Lanarkshire

**Fraser Gilmore** *Chief Executive Officer Care Opinion 17/03/2023*

Dear CaringOne,

Our deepest apologies for incorrectly tagging your story. You will see that I have now retagged to NHS Greater Glasgow & Clyde Services and I have contacted them to inform them of your story and our mistake.

Kindest regards,

Fraser Gilmore

**CaringOne**

Many thanks for a quick response. Unfortunately Care Opinion have tagged NHS Lanarkshire incorrectly, as my Care was definitely from NHS GGC. I have contacted them to have this amended.

**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde 20/03/2023*

**\*\*Posted on behalf of George Wilkie, Podiatry Team Lead\*\***

Dear Caring One

Thank-you for your feedback on your experience using the NHSGGC Podiatry Service. I'm disappointed to hear you did not find this a positive experience. In order for me to look in to this in more detail I would be grateful if you could call our admin hub on 01475 495 592 and leave your name and contact phone number to allow me to contact you to discuss your experience in more detail.

Many thanks

George Wilkie

Podiatry Team Lead '

## Hospital at Home

1 story

### First rate service

955418

*kkate10 a carer 21/07/2022*

205 views

My mother took unwell again and was referred for the second time to hospital at home team, once again they provided a first rate service, every member of the team was courteous, professional and friendly. They understood fully the issues and problems and dealt with these promptly giving reassurance to my mother at all times. Any changes to her medication were explained and a quick referral was made to other services which if I had to do this through our GP or the HSCP myself would have taken longer to organize and for this I am so grateful as it gives me peace of mind.

This is a service that I don't think the general public are aware of and helps to cut down on hospital admissions especially as they are under pressure. People need to be aware that this may be an option for their loved ones to be cared for at home receiving the same care and treatment as if they are in hospital but in the comfort of their own home and this reduces their stress and anxiety as well.

Once again a big thank you to every one of the team your hard work and dedication is very much appreciated.

**Kevin Torbet** Admin Assistant NHSGGC 22/07/2022

Dear kKate10

Thank you for taking the time and trouble to provide your very kind feedback.

I was happy to read you and your mother have had a pleasant experience of using the hospital at home team and the staff have taken the time to understand the issues and problems she has been facing with compassion and a caring attitude.

I was also glad to hear that any changes in her medication was explained and the introduction of a quick referral has been beneficial to you both.

I would agree the service has went under the radar for a while now but I would like to ensure you we are taking the necessary steps to bring this into the public eye more and welcome this feedback greatly as it shows the service is working for the needs of our patients.

I will ensure that this is passed on to those involved and I am sure that they will be very pleased to read your comments.

Kind regards

Kevin

**Kevin Torbet** Admin Assistant NHSGGC 25/07/2022

**\*\*Posted on behalf of Callum Lynch\*\***

Dear kate10

Thank you so much for your feedback on the hospital at home service.

I'm leading on the evaluation of the service and we are currently looking at how the service benefits people and benefits of the service. As this is "test of change" we are reviewing the service to find out what went well and why and what we could potentially do differently to ensure we are learning and making any changes possible. It would be incredibly helpful to find out some more about your experience of the service in a conversation over the phone. It won't take too long, is a casual conversation and would be hugely invaluable.

If you could email me: Callum.Lynch@ggc.scot.nhs.uk we could arrange for this.

Thank you again for your feedback. We appreciate this hugely.

Kind regards

Callum Lynch

Community Engagement Officer, South East Glasgow HSCP Planning and Health Improvement

**Glasgow Royal Infirmary**

7 stories

**Accident & Emergency**

2 stories

## Arrived in casualty at 9pm, not seen until 5am

**61318**

*steff1961 a relative 29/02/2012*

1,136 views

My mother was discharged from Glasgow Royal Infirmary and re-admitted 3 days later. Arrived in casualty 9pm ,doctor did not see her until 5am ,they made a bed up in casualty.

A day later my mother had took a turn for worse. NHS24 sent doctor to house in hour, he thought it was that bad and yet all the hours waiting to see doctor in a&e. We were told there was only one doctor covering.

It seemed to me that the Royal couldn't handle the patient turn over through a&e whilst we were there. So why close Stobhill?

## Type 1 diabetes experience in A&E

**80566**

*Deanne a relative 06/12/2012*

1,206 views

I called an Ambulance at 1656hrs for my husband at his work place due to him being violently sick and having a (T1 Diabetic) hypo which was not stabilising. We tried unsuccessfully to raise his BS with Carb Tabs, a bar of chocolate, two cans of sugary drink, a sandwich and two packets of crisps however his blood sugar would not go above 4 and kept dropping and raising erratically.

I would have taken a taxi to the hospital but I had my young daughter with me and did not want to risk him having a seizure in the taxi.

We arrived at the Royal Infirmary, Glasgow at approx 1730hrs. I checked my husband in at Reception where I was advised I would wait about an hour before I would be called to see him which was fine.

I was called in to see my husband after approximately an hour and three quarters wait which wasn't too much longer than expected, I was prepared to wait however long it took as long as my husband was being attended to.

When I went through to where my husband was at approximately 1915hrs. He was on a gurney, in a gown and said he hadn't been seen by anyone yet. He was still feeling desperately unwell and said he had only had his BS taken on arrival at 1730hrs and the reading was 4.7 for which he had not been given any glucose. He had no Carb Tabs left as he had taken them all trying to raise his BS earlier. This set alarm bells off in my head as our Diabetic dietician has taught us that we must take action to correct a BS under 5 as this could be heading into hypo. I realised that after nearly 2 hours since the last reading we must get another reading and some glucose for him immediately. There were lots of nurses around, they didn't seem to be understaffed or overly busy.

I went up to the Reception desk and asked the nurse there if I could get someone to check my husbands



BS as he was type1 diabetic and his BS was low on arrival nearly 2 hours ago. The nurse rolled her eyes and without speaking or looking at me got up and whispered to another nurse who turned to me and said very brusquely he would need to wait his turn and the Doctor would be around in good time. I went back to my husband's bedside and fished out his Blood Sugar Monitor from the plastic bag his belongings were put in and checked his BS myself.

My husband's blood sugar had dropped to 3. 5. I went back to the Reception and told a different nurse that his BS had dropped and we needed some glucose. Again, she went and spoke to another nurse saying that I was saying his BS was 3. 5 but the records showed them to be 4. 7. I told them we had checked his BS ourselves and this was a new reading. The nurses were disdainful towards me and also unsympathetic to my husband's needs, I was told again he would need to wait in turn for the doctor to come round. I went back to my husband's bedside but was feeling increasingly uncomfortable with the situation. I have seen my husband take a seizure before and do not wish to witness it again.

I approached the desk a third time and said that I needed a bottle of Glucogel for my husband as he was going into a hypo. A nurse finally brought him one and tossed it to him telling him not to drink it all. He did have to drink it all as even at 2010hrs when he had still not been seen by the Doctor his blood sugar had only gone up to 4. 1. I was extremely uncomfortable with the situation by this time. My husband was freezing cold and shivering as he was lying on the gurney in a hospital gown only, I asked for a bed sheet for him but was told sharply at that they had no linen.

At 2010hrs I asked a nurse, who I had observed as being more attentive and compassionate to the other patients if my husband could have another bottle of Glucogel as his BS was still low. This nurse immediately took an interest in my husband and got him another bottle of Glucogel. The nurse asked if we had been seen by anyone which we told them no. I assume this nurse went and spoke to someone about this as my husband was seen within the next 10 minutes by the Doctor who apologised for the long wait.

She was extremely attentive and checked my husband thoroughly and got us both a cup of tea and my husband a sandwich. By 2130hrs my husband's blood sugar had raised enough to allow us to go home. The Doctor had talked about keeping my husband in overnight but we both discussed this in private and agreed that should they recommend he be kept in then he would not stay as neither of us were confident that he would receive the care and attention required.

I apologise for the lengthy letter however feel it necessary you are made aware of our entire experience. Putting aside the lengthy wait to see a Doctor which we can understand in a city centre hospital and putting aside the abhorrent attitude of some of the nurses and ignoring the minor complaint with the lack of a basic such as linen, the fundamental issue I am raising here is that a patient with a chronic condition (Type 1 Diabetes) was admitted to the Royal Infirmary and was neglected to be treated accordingly. I would like to know why I had to take his blood sugar readings myself even after asking for help and why it was so difficult to get the glucose for him after asking on several different occasions to several different people. Our nearest hospital is RAH, Paisley which has provided us with an excellent service and unwavering care since my husband's diagnosis 7 years ago making our experience last weekend so completely unexpected and even more horrifying. I can only hope that none of my family or friends will ever have to experience the Royal Infirmary as we did.

I look forward to your response.

**Paul Cannon** *Head of Administration, Acute Services Division* Greater Glasgow & Clyde NHS 25/06/2013

Thank you for taking the time and trouble to provide your feedback.

I am sorry that this posting was not acknowledged at the time, we had a break in our use of Patient Opinion, but we have now resumed doing so, and I thought it was still important to acknowledge your posting.

You raised a number of issues that are of concern and we would like to follow these up if we are can, even at this late stage. In order to do so, can you please provide further details and send these to [complaints@ggc.scot.nhs.uk](mailto:complaints@ggc.scot.nhs.uk) and we will address these for you.

Paul

## We still don't know what's wrong with him

919817

Zane54! a service user 04/03/2022

516 views

It was a awful experience..My brother was admitted into hospital with symptoms of a facial drop. No stroke showed up. But had other issues going on. With his heart, diabetes and bladder. The assessment unit was brilliant. But going into ward 36 was very much different. Doctor said his echo was good and we told him he didn't have a echo as it was cancelled. The doctor proceeded to insist that he did, as they have the results. I told him I have the letter to say it was cancelled then a letter we received the following day that was a copy for his doctor saying he had attended and everything is all good and look forward to seeing him with his mother next year. Our mother passed away two years ago. Then another letter the following day again saying the appointment for March 2022 was also cancelled and would instead be a telephone consultation. They then tried to do a echo, but said there is a shadow there. And has to get a camera down to get images. That information wasn't passed on to me. I look after my brother as he has learning disabilities and sometimes doesn't understand everything. He had a catheter put in when in the assessment unit as his bladder wasn't emptying, but a couple of days later he was in pain with it and asked if he could get it removed. But they said no. He was upset with this so they told him if he didn't persevere with it they would take it out and give him another one. Doctor had to phone me to calm him down. That's how stressed he was. He was later discharged. They haven't told me what was wrong with him. They never informed the district nurse of the dosage for his insulin, the nurse had to phone the ward to find out. Never told me Cordia was set up. The district nurse had to tell me. My brother was given a bottle of aspirin which he was to take in with his meds, no one had mentioned this. My brother can't read or write. And cordia cant give him that if not in a dosage box. So communication was so important. When arriving to pick my brother up from the ward I was told to wait in the stairway as ward was closed due to covid. I waited and waited till a nurse came out and asked why we were there. The nurse told us my brother was waiting for us to arrive. It was never passed on that we had arrived. Like I wasn't told when the ward had a covid outbreak. They waited till I arrived for my visit with my brother. And said they were to busy to phone me. Phoned next day to ask for visit was told then about the outbreak. Said he would be upset that I wasn't visiting and they said they would set up a zoom call as my brother doesn't understand how to work technology. I never got this call. He had a awful experience. The food was a total disgrace. Cold quiche for lunch most days then cold egg salad. I still don't know what's wrong with him apart from his diabetes has escalated. He had a pulmonary valve replaced many years ago. They told me he didn't, and that I would be too young to remember this, as they thought my brother was way older than me. My brother was born with this because my mother caught German measles from me when she was expecting. That's why he has learning disabilities and had this valve replacement. So I asked about this because I was concerned because it was done so long ago and was worried it was starting to fail. I am no further forward on my concerns. Doctor thought it was Noonan syndrome has they couldn't find his records, but said it was more like cerabal palsy he had, that's what his GP told me when I took over looking after him when my mother passed away. So my brother is absolutely worried sick if he needs to go back into hospital and so am I. I know the NHS has been through alot but there is no excuse when a person comes home feeling as though he was in prison, and being afraid of going back.

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
22/03/2022

Dear Zane54!

Please accept my apologies for the delay in responding to your post.

I am sorry to read about your brother's care whilst under our care at Glasgow Royal Infirmary and would like to apologise for the additional distress and worry that this has caused both of you.

As you have raised a number of issues regarding your brother's care I would be grateful if you could contact our complaints department to provide them with more details and allow a thorough investigation into this. You can contact them by telephoning: 0141 201 4500 or emailing [complaints@ggc.scot.nhs.uk](mailto:complaints@ggc.scot.nhs.uk)

Please accept my sincere apologies for your brother's experience.

Kind Regards

Nicole

## NHS Breast screening and breast care services

**1142328***paprikabr55 the patient* 01/12/2023

739 views

I would like to express my appreciation and gratitude for the excellent care I have received since discovering I had breast cancer. This was found through my routine mammogram as I had no symptoms. I can not express enough the exceptional care I have had by NHS GGC staff throughout my appointments at NHS breast screening at Nelson Mandela place. Unfortunately I do not have their names, all staff showed compassion and care throughout my examination and delivering the news to me of suspected diagnosis.

My journey continued with referral to my breast care consultant Ms MacLean and the specialist Breast care nurse, Lena. I could not ask for a care from an exceptional service and team. Right from the start of my journey where I was very apprehensive as to what was to ahead of me, they were most informative. They understood exactly how I was feeling and answered all my questions making sure I felt informed and reassured.

Lena kept in regular contact with me making sure I was feeling ok and informed, supported me and keeping me updated on things when my diabetes complicated my surgery.

I was referred to Dr L'lano, diabetes consultant, this happened very quickly and I was supported by Dr L'lano to manage my diabetes quickly to allow my surgery to happen.

Dr L'lano was exceptionally helpful and supportive and was in regular contact to help me lower my blood sugar levels. Another excellent care experience I have received from the diabetes service within NHS GGC.

Ms MacLean has exceptional patient care, her awareness of my apprehension and need for information and very clear on her explanation and compassion, both prior to surgery and in my return appointment when she explained my outcome of surgery and plans going forward.

It was a very worrying, frightening and upsetting to discover I had breast cancer especially as I had just gone for routine mammogram. I would advocate for anyone due mammogram to go along for the screening as it has identified my cancer at an early stage.

I recently had my breast surgery. The care and attention received was to exceptional standard from the organisation, the of care, the information throughout of each step of my procedure. The support of having Lena there who I already knew from my appointments and all the additional staff at the day surgery unit at Stobhill Hospital. The staff at the unit, Shona ( day surgery nurse), Liz (anaesthetist), Kirsty (theater nurse), Adi (recovery nurse), Ureaka (recovery nurse). A special thank you to Tracy ( student nurse) who followed me throughout my surgery and was amazing support throughout the day.

A special thank you to Ms MacLean for carrying out my surgery and Lena, who have given me the best care and reassurance for recovery and follow up.

I still have ongoing recovery and treatment going forward, I am confident that I will continue to receive the best care from NHS GGC at Beatson oncology centre.

Thank you

*Would recommend? (Friends and family test): Extremely likely*

**Aimee MacPhail** *Waiting list coordinator NHS Greater Glasgow and Clyde* 01/12/2023

Dear Paprikabr55,

Firstly I would like to thank you for sharing your story on Care Opinion, it is greatly appreciated. I am delighted to hear that the staff treated you with care and compassion through what is a difficult time for you. I am sure it was a shock to hear about your diagnosis, especially when it was a routine mammogram and I can completely understand how upset and frightening it is to hear the news.

I am pleased to hear that the Day Surgery staff at New Stobhill Hospital were so attentive, supportive and delivered care to an exceptional standard as this is something that they strive to do. I will be sure to pass this onto them.

I am glad to hear that your surgery went well and that Ms McClean and Lena have given you the best care and reassurance for recovery and follow up going forward.

I wish you the best for your future treatment and I hope the recovery is going smoothly for you.

Aimee

**Cat Graham** *Operational Superintendent* NHS Greater Glasgow and Clyde 01/12/2023

Dear Paprikabr55

Thank you so much for taking the time to feedback to us and for sharing your experience. I am so sorry to hear about your diagnosis and understand the worry that this causes. I am really pleased that our staff were able to support you through the process and that you have such wonderful support from the whole team at Stobhill hospital.

I'm sure that the team here at Breast Screening will be glad that they were able to support you through the process of your diagnosis. I would love to be able to feed this back to them directly, as it's such a morale boost to know that we are helping to support through such a difficult time. Would you be happy to contact me with your details so that I can pass this on to our staff? If so I am contactable at the email address below:

Cat.Graham@ggc.scot.nhs.uk

Again many thanks for taking the time to reach out and I wish you all the very best in your future treatment and recovery.

Take care

Kindest Regards

Cat

Operational Superintendent

West of Scotland Breast Screening

## We still don't know what's wrong with him

919817

Zane54! a service user 04/03/2022

516 views

It was a awful experience..My brother was admitted into hospital with symptoms of a facial drop. No stroke showed up. But had other issues going on. With his heart, diabetes and bladder. The assessment unit was brilliant. But going into ward 36 was very much different. Doctor said his echo was good and we told him he didn't have a echo as it was cancelled. The doctor proceeded to insist that he did, as they have the results. I told him I have the letter to say it was cancelled then a letter we received the following day that was a copy for his doctor saying he had attended and everything is all good and look forward to seeing him with his mother next year. Our mother passed away two years ago. Then another letter the following day again saying the appointment for March 2022 was also cancelled and would instead be a telephone consultation. They then tried to do a echo, but said there is a shadow there. And has to get a camera down to get images. That information wasn't passed on to me. I look after my brother as he has learning disabilities and sometimes doesn't understand everything. He had a catheter put in when in the assessment unit as his bladder wasn't emptying, but a couple of days later he was in pain with it and asked if he could get it removed. But they said no. He was upset with this so they told him if he didn't persevere with it they would take it out and give him another one. Doctor had to phone me to calm him down. That's how stressed he was. He was later discharged. They haven't told me what was wrong with him. They never informed the district nurse of the dosage for his insulin, the nurse had to phone the ward to find out. Never told me Cordia was set up. The district nurse had to tell me. My brother was given a bottle of aspirin which he was to take in with his meds, no one had mentioned this. My brother can't read or write. And cordia cant give him that if not in a dosage box. So communication was so important. When arriving to pick my brother up from the ward I was told to wait in the stairway as ward was closed due to covid. I waited and waited till a nurse came out and asked why we were there. The nurse told us my brother was waiting for us to arrive. It was never passed on that we had arrived. Like I wasn't told when the ward had a covid outbreak. They waited till I arrived for my visit with my brother. And said they were to busy to phone me. Phoned next day to ask for visit was told then about the outbreak. Said he would be upset that I wasn't visiting and they said they would set up a zoom call as my brother doesn't understand how to work technology. I never got this call. He had a awful experience. The food was a total disgrace. Cold quiche for lunch most days then cold egg salad. I still don't know what's wrong with him apart from his diabetes has escalated. He had a pulmonary valve replaced many years ago. They told me he didn't, and that I would be too young to remember this, as they thought my brother was way older than me. My brother was born with this because my mother caught German measles from me when she was expecting. That's why he has learning disabilities and had this valve replacement. So I asked about this because I was concerned because it was done so long ago and was worried it was starting to fail. I am no further forward on my concerns. Doctor thought it was Noonan syndrome as they couldn't find his records, but said it was more like cerabal palsy he had, that's what his GP told me when I took over looking after him when my mother passed away. So my brother is absolutely worried sick if he needs to go back into hospital and so am I. I know the NHS has been through alot but there is no excuse when a person comes home feeling as though he was in prison, and being afraid of going back.

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
22/03/2022

Dear Zane54!

Please accept my apologies for the delay in responding to your post.

I am sorry to read about your brother's care whilst under our care at Glasgow Royal Infirmary and would like to apologise for the additional distress and worry that this has caused both of you.

As you have raised a number of issues regarding your brother's care I would be grateful if you could contact our complaints department to provide them with more details and allow a thorough investigation into this. You can contact them by telephoning: 0141 201 4500 or emailing [complaints@ggc.scot.nhs.uk](mailto:complaints@ggc.scot.nhs.uk)

Please accept my sincere apologies for your brother's experience.

Kind Regards

Nicole

## Relatives and elderly care

77403

*davidmadden a carer* 09/10/2012

My mother has dementia, and is diabetic. I feel that consultants blame everything on dementia and pressurise you into 24 hour care, because of frequent admissions.

640 views

I have heard this for ten years, care. At Glasgow royal infirmary they seem obsessed with care, even if loved ones are happy to relatives home. I think when the family says no, they should be listened to, not bullied. Things really need to change on dementia. Dementia suffers do take unwell and doctors shouldn't blame everything on dementia.

**Paul Cannon** *Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS* 26/06/2013

Thank you for taking the time and trouble to provide your feedback.  
I am sorry that this posting was not acknowledged at the time, we had a break in our use of Patient Opinion, but we have now resumed doing so, and I thought it was still important to acknowledge your posting.  
Paul

## My mum

191237

*isa a parent/guardian* 29/10/2014

My mother developed a sore on her foot, after discharge for 9 weeks I have been frequently voicing concerns as the foot has become badly infected. I believe this foot should have been monitored frequently with her having diabetes.

She has been re admitted but antibiotics are not clearing the foot, iv antibiotics aren't clearing it. I really don't know what the outcome is going to be but it is causing her extreme pain. The ward in the Royal discharged her with paracetamol for the pain. I am hoping that this foot will heal but I think it has been left to long and my mother is frail enough without this wound.

I have lost all faith in elderly care as this was unnecessary stress my mother could do without, I find this wound very disturbing that it could be allowed to have this outcome.

**Lorna Fairlie** *Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde* 30/10/2014

Dear isa,

First of all, I am very sorry that your mother has had to be re-admitted to hospital and that you have seen such a change in her wound. I can understand the frustration and stress this would cause to you both.

It would be of great help to me to get some more details of your mother's case so I can take this forward in the best way, particularly if she is still currently in hospital. If you wouldn't mind, you can email me directly on lorna.gray@ggc.scot.nhs.uk.

I hope to hear from you soon, with best wishes,

Lorna

**isa**

I am pleased someone cared enough to look at this story so thank you from the bottom of my heart

## Very unhelpful service

172512

*waterloo the patient* 07/08/2014

769 views

I have to attend the Townhead Dental Department due to having haemophilia and get treatment at the Haemophilia Department prior to getting treatment done. Today I telephoned this practice due to me needing two teeth out I have been experiencing a lot of pain now for over three months. I was very angry today when I spoke with the receptionist in relation to the extractions that I need done, she told me the following "If you are in so much pain then go to your own dentist in Helensburgh and he can sort you". On doing this I then telephoned my dentist and as previously he cannot touch my tooth or take it out due to my Hemophilia as he is not trained in this type of illness.

I was then told that I may have to wait almost 4 months to be seen, not only does this affect my health due to my diabetes but I was being pushed pillar to post by this department and I now have to live with the pain until then. This department has not treated me with the respect.

*Would recommend? (Friends and family test): Extremely unlikely*

**Paul Cannon** *Head of Administration, Acute Services Division* Greater Glasgow & Clyde NHS 07/08/2014

Dear Waterloo

Thank you for taking the time and trouble to provide your feedback. We have passed your comments on to the relevant service manager.

If you wish to make a formal complaint regarding this service, this should be sent to:

Mrs L Armstrong

East Dunbartonshire CHCP

Stobhill Hospital

300 Balgrayhill Road

Glasgow G21 3UR

Once again thank you for using the Patient Opinion feedback system, it is greatly appreciated.

Kind Regards

**Inverclyde Royal Hospital**

3 stories



## My care in Argyll&bute NHS

739075

*Marstal Rose a service user 05/02/2020*

681 views

I am a mental health service user and have been for many years and at age of 45 found out i was pregnant with my first and probably only child , the care i have received in Mid argyll hospital GPs nurses and midwives and also A & B hospital mental health services have been exceptional , i have no complaints staff are always friendly know what they are doing efficient and helpful with information and further on care if needed , i was special care pregnancy what with my age , build and diabetes and mental health issues and asthma , i went on to be induced at 38 weeks as obstrician dr robins and nurses at inverclyde hospital were good too i went on to give birth at RAH in Paisley with labour 21 hours and with just gas and air all midwives from the 3 hospitals were good at keeping myself and husband calm and focused.

my family are thriving here in mid argyll my daughter is now three years old and in perfect health Scotland and rest of uk would be no where without NHS but back to dark old middle ages and no one wants that i have nothing but praise for GPs Nurses NHS Midwives and mental health teams and Consultants ect.

Yours Sincerely

[Unsure about 'Environment']

[Unsure about 'Staff attitude']

[Unsure about 'Staff skills']

[Unsure about 'Team work']

**Dorothy Finlay** *Lead Midwife NHS Greater Glasgow & Clyde 05/02/2020*

Hi Marstal Rose,

Thank you for your kind comments regarding the care you received in both the Inverclyde Royal Hospital and Royal Alexandra Hospital Maternity Units. I am delighted that you felt well supported and informed by your care givers, and that you had a positive experience in the birth of your daughter

kind regards

Dorothy

Lead Midwife

Clyde

**Jaki Lambert** *Head of Midwifery - Argyll & Bute NHS Highland 13/02/2020*

Dear Marstal Rose

Many thanks for taking the time to share your story and your experiences of care.

It is very encouraging for all women and families to know that,when they need them, services come together to provide coordinated and supportive care.

I wish you and your family well for the future and will make sure that the teams in Argyll receive this positive feedback.



## Outpatients

1 story

### Kindness and understanding

1256909

*LaDu* a service user 11/09/2024

142 views

Just wanted to express my gratitude for the kindness and understanding shown to me by the nurses and lovely female doctor (sorry couldn't remember her full name) that helped me. I have severe anxiety and had a small panic attack when waiting to be seen and they couldn't have been nicer. Thank you.

*Would recommend? (Friends and family test):* **Extremely likely**

**Catherine Kelly** Senior Charge Nurse NHS Greater Glasgow and Clyde 12/09/2024

Thank you for taking the time to provide such positive feedback, regarding your experience. The staff work hard to provide a high standard of care I am so pleased to hear that your needs were met. I will share your kind words with them and I know they will be appreciated.

## Trauma & orthopaedics

1 story

### My husband's poor experience with keyhole surgery

861895

*Gall76* a relative 13/07/2021

369 views

My husband was due to have keyhole surgery earlier this month for frozen shoulder on his left arm. He is a type one diabetic and has already had surgery for frozen shoulder on his right arm.

He attended the Inverclyde hospital on Friday and was told that the op might not go ahead as he had an in-grown abscess on the left armpit. The surgeon, said they would assess it when he was in theatre and see what he could do. During the consultation the surgeon reminded my husband that he was not actually their patient but had been added to the list at the last minute by another surgeon.

It was explained that the abscess might need draining and they might not be able to do the op due to risk of infection. When my husband came round he was in a huge amount of pain, his blood pressure was very low and he had to be given 4 morphine injections before he passed out. The operation did not go ahead, but there was nothing to drain from the abscess, instead the surgeon carried out the manual manipulation only and told my husband they would not give him a fit note as there was no operation to recover from.

My husband needs both arms to be fully functioning to work the job he does. As far as the surgeon was concerned my husband could go back to work on Monday. But that he needed antibiotics for the abscess and should see his GP for a fit note for a week and that there was no need for a follow up on the shoulder as he will have full mobility and no pain. They also added frozen shoulder clears up on its own in 3 years anyway so they didn't need to do anything.

My husband was left feeling very distressed and confused. It felt like the surgeon was not interested in anything my husband had to say about his on-going health and that his past experience has shown that the manual manipulation would not work as the previous surgeon had said he would need a bit of the bone shaved as well as the manipulation to crack the shoulder.

My husband has been experiencing a very difficult time with his diabetes and the on-going complications he has experienced- frozen shoulder on both sides, trigger finger operations on all fingers both hands and persistent infections and ulcers. The surgeon made him feel as though he was wasting staff time and that the surgery list for the day was already full, that is why the surgery did not happen.

When my husband was discharged, he was simply handed his antibiotics and told he could go, when I collected him outside the hospital he was still very groggy, in immense pain and a bit disorientated not too mention in a very low mood. This is not an acceptable level of care at all.

*Would recommend? (Friends and family test):* **Don't know**

**Ann Marie Selby** Associate Chief Nurse NHSGGC 14/07/2021

Dear Gall 76

I am very sorry to hear of your Husband's experience at IRH, this is not the level of care we want our patients to experience as we are focused as a team to deliver person centred, safe and supportive treatment. I would like to fully investigate this matter with the relevant members of staff you have highlighted in your post.

Would it be possible for you to contact me to allow us access to your Husband's details so we can respond fully? You can get in touch by emailing [AnnMarie.Selby@ggc.scot.nhs.uk](mailto:AnnMarie.Selby@ggc.scot.nhs.uk) or by calling 0142 314 9768 or 07970 372 709 during office hours.

Please accept my apologies on behalf of the team for your Husband's experience and I do hope he makes a good recovery from surgery and we will respond as soon as we have the relevant details.

Ann-Marie

## New Stobhill Hospital

5 stories

### Helping my autistic son lose weight

162740

*lindabelle* a parent/guardian 12/06/2014

682 views

I have been trying to get help & support with my adult son's weight issues to no avail, I feel the issue is being ignored. As his mother & carer, I am very worried about the health of my son, due to his excess weight (25st) & because diabetes is in the family & his Aunt is now blind.

My son was not accepted for weight management at GRI because of his learning disability. His autism causes him to have food behaviours & his routine food issues of eating the same thing day in & day out is hard to incorporate a diet for weight loss.

There is no help for the vulnerable disabled people's health & wellbeing regarding complex needs obesity in this 21st century, I am awaiting help from Stobhill Learning Disability Team & have been waiting a number of years for help to kick in & actually take my worries seriously.

**Paul Cannon** *Head of Administration, Acute Services Division* Greater Glasgow & Clyde NHS 13/06/2014

Dear lindabelle

Thank you for taking the time and trouble to provide your feedback. We are sorry you have experienced difficulties in accessing weight loss support for your son and we are keen to help.

The Well Do Weight Loss Project for Adults with Learning Disabilities would be a good place to get in touch with. Leanne Harris, who is based at Gartnavel Royal Hospital, is the contact and her number is 07554 316255.

Hopefully Leanne can help move things forward for you and your son.

Kind Regards

*lindabelle*

Thanks, I phoned for a bit more information, so an info pack will be sent out, although this seems more for research regarding Learning Disability?

There must be help for vulnerable disabled suffering complex obesity on exercise cardio workouts at leisure centres or hospitals run by NHS teams? to help people with obesity that diet alone due to disability wont work ie; that's why GRI could not take my son on their programme!

I am looking for actual help on the cardio side of weight loss on a programme, where my son can have much needed support to lose this excess weight that will in due time affect his health & wellbeing!

**Paul Cannon** *Head of Administration, Acute Services Division* Greater Glasgow & Clyde NHS 24/06/2014

Dear Lindabelle

We have been in touch with our Learning Disability Liaison Team Lead regarding your son's care. I would be grateful if you could contact me with your son's details at [paul.cannon@ggc.scot.nhs.uk](mailto:paul.cannon@ggc.scot.nhs.uk) and I will arrange to have these details passed on to this team who may be able to assist you further.

Kind Regards

## NHS Breast screening and breast care services

**1142328***paprikabr55 the patient* 01/12/2023

739 views

I would like to express my appreciation and gratitude for the excellent care I have received since discovering I had breast cancer. This was found through my routine mammogram as I had no symptoms. I can not express enough the exceptional care I have had by NHS GGC staff throughout my appointments at NHS breast screening at Nelson Mandela place. Unfortunately I do not have their names, all staff showed compassion and care throughout my examination and delivering the news to me of suspected diagnosis.

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A special thank you to Ms MacLean for carrying out my surgery and Lena, who have given me the best care and reassurance for recovery and follow up.

I still have ongoing recovery and treatment going forward, I am confident that I will continue to receive the best care from NHS GGC at Beatson oncology centre.

Thank you

**Aimee MacPhail** *Waiting list coordinator NHS Greater Glasgow and Clyde* 01/12/2023

Dear Paprikabr55,

Firstly I would like to thank you for sharing your story on Care Opinion, it is greatly appreciated. I am delighted to hear that the staff treated you with care and compassion through what is a difficult time for you. I am sure it was a shock to hear about your diagnosis, especially when it was a routine mammogram and I can completely understand how upset and frightening it is to hear the news.

I am pleased to hear that the Day Surgery staff at New Stobhill Hospital were so attentive, supportive and delivered care to an exceptional standard as this is something that they strive to do. I will be sure to pass this onto them.

I am glad to hear that your surgery went well and that Ms McClean and Lena have given you the best care and reassurance for recovery and follow up going forward.

I wish you the best for your future treatment and I hope the recovery is going smoothly for you.

Aimee

**Cat Graham** *Operational Superintendent* NHS Greater Glasgow and Clyde 01/12/2023

Dear Paprikabr55

Thank you so much for taking the time to feedback to us and for sharing your experience. I am so sorry to hear about your diagnosis and understand the worry that this causes. I am really pleased that our staff were able to support you through the process and that you has such wonderful support from the whole team at Stobhill hospital.

I'm sure that the team here at Breast Screening will be glad that they were able to support you through the process of your diagnosis. I would love to be able to feed this back to them directly, as it such a morale boost to know that we are helping to support through such a difficult time. Would you be happy to contact me with your details so that I can pass this on to our staff? If so I am contactable at the email address below:

Cat.Graham@ggc.scot.nhs.uk

Again many thanks for taking the time to reach out and I wish you all the very best in your future treatment and recovery.

Take care

Kindest Regards

Cat

Operational Superintendent

West of Scotland Breast Screening

## Diabetes service

1 story

### Feel let down by this service

1169583

*Diabetic service user a service user* 08/03/2024

Diabetic review with Stobhill diabetic doctor. Doctor review did not call. Sent a letter month later stating had tried on numerous occasions to call - no missed calls from NHS number. There is no way to call back if you miss this call either - this was realised on a previous appointment.

171 views

Phone call reviews do not work if patients have no way of getting back in touch if they miss a call.

On previous review to get DEXCOM arranged - not actioned, had to be chased up with more than one contact with diabetic team. Feel let down by this service - as a diabetic, this could impact on my health.

*Would recommend? (Friends and family test): Extremely unlikely*

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
14/03/2024

Dear Diabetic Service User

Thank you for getting in touch via Care Opinion.

I am sorry to hear about the issues you have encountered regarding your diabetic review clinic and for the additional worry this has caused. It is disappointing to hear that you have felt let down by this service and we would like to resolve this. Can you please contact my colleague Mhairi McGuigan ([mhairi.mcguigan@ggc.scot.nhs.uk](http://)) and it would be helpful if you could include your personal details including your CHI number or date of birth.

Many thanks

Nicole

## General Medicine

1 story

### Waiting over a year for a referral

139202

*Colp a parent/guardian* 17/02/2014

My daughter was diagnosed just over 1 year ago now and she is still waiting to see a Podiatrist. My GP has referred her loads of times and made calls and written emails to complain but still nothing. I'm really angry and disappointed.

721 views

**Paul Cannon** Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS 21/02/2014

Dear Colp

Thank you for posting to Patient Opinion. We have various members of staff reviewing these issues but in the meantime it would be useful if you could provide us with your details by e-mailing paul.cannon@ggc.scot.nhs.uk in order for us to further investigate.

Kind Regards

Paul Cannon

## Pain management- NSH

1 story

### I've not been given enough information

1256964

*taurusfz57 the patient* 11/09/2024

132 views

I've been referred to pain management program for 12 weeks my last appointments were in August and the next not til October. Where is the end? Also I've not been given enough information about my appointments, I'd like more information and it would be great to know more about the people who my appointments are with.

**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde*  
12/09/2024

Dear taurusfz57

Thank you for sharing your feedback. I am sorry to hear that you have not received enough information about your Pain Management appointments. I have shared your feedback with the team and they have asked if you can get in touch so they can answer your queries. If you can please email [ggc.painearlyinformation@ggc.scot.nhs.uk](mailto:ggc.painearlyinformation@ggc.scot.nhs.uk) or telephone 0141-277-7649 the team will assist you.

Thank you

Nicole

## New Victoria Hospital

8 stories

### Apalling waiting time

111678

*Friend228 a parent/guardian* 12/09/2013

556 views

I have been waiting for two and a half hours in the diabetes clinic, I think this is appalling. The appointment was for 10am.

Can't understand how it could run so late when the appointment is so easy. The receptionist wasn't knowledgeable about waiting times.

Someone finally came out at midday and said we'd be seen in half an hour. It turned into another hour. Am not happy at all. I attended to accompany my daughter who is the patient.

**Paul Cannon** *Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS* 16/09/2013

Dear Friend228,

I was very sorry to read that you experienced this length of wait while at the Diabetic clinic recently, and I wanted to thank you for feeding this back to us.

I will forward your feedback to the manager responsible for the operation of the clinic so that they are aware of this posting.

Paul

## Compassion?

320917

*Monty python a relative* 21/10/2016

1,230 views

My husband had been in poor health in the last few years. He had long term depression for which he took medication. 2 years ago he was diagnosed with Alzheimer's / Dementia.

He also had diabetes 2 for a lot of years.

Last year he had a bad fall at home and had a double fracture in his hip.

He had lost a lot of weight since his fall and about 6 months ago his appetite declined. He had been on medication for diarrhea and a couple of months ago he became jaundiced.

The doctor advised him to go to hospital to have it checked.

He had scans and was diagnosed with Pancreatic Cancer. I was told by 2 doctors that he might only have as little as 3 days to live. He was given a procedure to have a stent put in to alleviate the bile as he was starting to be sick.

He was in one of those lovely single rooms and was terrified of being there. I was there every day and even asked if I could stay over as he was seeing all different nurses and doctors. One of the nights after visiting, my daughter and I sat together and phoned him. He answered and as he did we could hear this nurse saying here is your cup of tea, you have cancer and a tumour on your pancreas so there in a horrible voice. We were so shocked at what this nurse was saying and the way that it was said. I phoned to speak to the nurse who said I believe in telling it like it is.

What a way to treat a patient who has just been told they were terminally ill. The poor soul was terrified in his last few weeks on this earth.

I felt that in that dept they only see a body not the total person. He even had 4 falls having tried to go to the loo on his own.

I was able to have him at home with palliative care. Even the bed that we had at home for the 10 days broke one morning as he was 6'2 and the bed was only 6' long. He had to lie on the mattress on the floor for about 5 hours but looked so comfortable.

6 weeks was the time from diagnosis till death.

I know because of what was happening to him he was terrified and possibly was a bit aggressive due to his usual meds either not being taken or given or even spat out.

I am upset because I was married to him for nearly 40 years and his last few weeks must have been unbearable for him.

Where is the compassion?

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
01/11/2016

Dear Monty Python

Firstly may I extend my sincere condolences to you and your family on the loss of your husband. This must be a very difficult time for you and your family.

I can only imagine how difficult the last 2 years have been for you and your husband.

I am sorry for the care that your husband received in the last few weeks of his life, this is not acceptable. Every patient deserves to be treated with dignity, respect and compassion and clearly what you have described here is the opposite of that. I am also sorry for the way that you were spoken to, family members should also be treated with respect and compassion at all times. This is not the standard of care that we strive to provide to our patients and their families, especially palliative care patients.

I would like to be able to look into this further and come back to you addressing what you have described here. Could you please email me at [Nicole.McInally@ggc.scot.nhs.uk](mailto:Nicole.McInally@ggc.scot.nhs.uk) with some personal details?

My thoughts are with you and your family.

Nicole

**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde*  
08/11/2016

Dear Monty Python

Thank you very much for contacting me with the additional information.

Please also be assured that your post on patient opinion will be included in a monthly report which is shared with the hospital's Senior Management Team. They use the feedback they get to improve our services and the care we provide and the experience you have shared here will also be used in this way.

Please accept my heartfelt sympathies on the loss of your husband.

Kind Regards

Nicole

## Diabetes service

3 stories

### Repeated diabetes clinic cancellations

1032915

*outflowwr33 a service user 23/02/2023*

241 views

I was due to have a telephone consultation with my diabetes consultant today after a failure to appoint me after my last consultation. I believe it is now almost 2 years since my last consultation.

I have had several appointments cancelled recently but have at least been given notice of this to allow me to organise my work commitments.

Today I was due to have my consultation at 14:00 - this did not happen. I allowed some time for the phone call to come through but eventually phoned the appointment number to be told that my appointment had been cancelled and would now be in April. This was after I had organised for time off work to allow this appointment to take place at short notice (I received the letter for this appointment on the Friday - appointment Tuesday).

I feel that I have been repeatedly let down by the service and this is simply not a good enough service for any patient.

**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde*  
27/02/2023



**\*\*Posted on behalf of Sharon Parrot, Clinical Service Manager - Medicine\*\***

Dear outflowwr33

I am sorry to hear that your Diabetic appointment has been cancelled multiple times, and your most recent appointment was cancelled without notice. I appreciate why you feel let down by the service and I sincerely apologise for this. In order to look into your appointments further and understand the reasons for the cancellations, please can you contact Donna MacLean, Waiting List Manager on 0141 451 6115.

Thank you

Sharon Parrott (CSM – Medicine)

## I could not have been any more relieved or thankful for her help

1082584

*Diabetic Drama the patient 27/06/2023*

164 views

My insulin pump broke recently, I felt scared and at a complete loss. I have been diabetic for over 40 years and have been using an insulin pump for more than 15, it has improved my life beyond description.

When I found myself trying to control my diabetes myself, until my new pump arrived, I unfortunately realised I have become blasé and not kept up to date with having emergency basic diabetic supplies on hand to cover me for the 2 days I was to be without a pump. I had no insulin pens, no idea of the doses I should be administering and no access to the data needed to set up a new pump when it arrived .

I got through the first night using syringes from years ago and took an educated guess at the dose, it turned out to be less than educated

The next morning I just went to the diabetic clinic pleading for some help to get me through

I was seen by Carol who is the diabetic nurse, after calming me down, and deservedly gently telling me off for my predicament, she gave me everything that I needed comfort, pens, needles, data for the new pump which she also set up for me.

I could not have been any more relieved or thankful for her help, when I left the hospital I was relaxed and smiling the polar opposite of how I arrived

*Would recommend? (Friends and family test): Extremely likely*

**Kevin Torbet** Admin Assistant NHS GGC 03/07/2023

Dear Diabetic Drama

Thank you for taking the time to leave us your feedback on Care Opinion.

I was extremely pleased to hear you took the decision to attend our Diabetes Clinic and seek the advice of our staff after your insulin pump broke.

It was lovely to hear how our staff member Carol took the time to comfort you and provide you with the equipment you needed. This must have been a great relief to you.

I will be sure to pass on your thanks to Carol and the team who I'm sure will be delighted to receive such generous feedback.

I hope your feeling a lot better now and recovering well back at home.

Kind regards

Kevin

## They have made the start of my journey far simpler

1311931

*deltazt97 a service user 17/01/2025*

67 views

I recently found out that I have Type 1 diabetes & so was put in contact with the diabetes team at the New Victoria for advice and on going support.

I just wanted to say that they have been phenomenal and made me feel reassured despite dealing with what is a pretty big change in my life.

Carol and Yvonne both made me feel comfortable from the moment I met them, making sure that I felt like no question was too small or silly. They have a great amount of knowledge about diabetes and have made the start of my journey far simpler than I ever thought it could be.

I have regular check ins and through my libre sensor they can monitor how I am doing and are always just an email or call away. I really can't thank them enough for all their support.

*Would recommend? (Friends and family test): Extremely likely*

**Kevin Torbet** Admin Assistant NHSGGC 27/01/2025

Dear deltazt97

Thank you so much for taking the time to share your experience with the diabetes team at the New Victoria Hospital. We are incredibly pleased to hear that Carol and Yvonne have provided such outstanding care and support during what is understandably a significant change in your life.

Our teams are committed to ensuring that every patient feels reassured, supported, and well informed, and it's wonderful to know that their knowledge, compassion, and availability have made a positive difference for you. We will make sure to pass on your kind words to Carol, Yvonne, and the rest of the team who I'm sure will be delighted to hear how much their work has meant to you.

Managing a new diagnosis can be daunting, but it's great to hear that you're finding the regular check-ins and technology, like the Libre sensor, so helpful.

Wishing you all the best as you continue your journey,

Kind regards

Kevin

**Minor injuries unit**

1 story

## Nurses very very helpful and very caring too

99542

*Pale739 the patient 13/06/2013*

508 views

I thought brilliant, being taken as when I phoned A&E I asked would it be OK if I went up to A&E and answer "heard yourself", however I was not taken after an hour.

Dr looked at my toe "ulcer" on Tuesday. Underwent an x-ray on Tuesday - efficient. then I was told a chest x-ray necessary. I nearly died - it was a mistake - wrong person.

X-ray on toe fine - total blood sugar level OK.

Monday further tests necessary. Told to go to practice nurse. Before I went to hospital I went to my chiropodist, she said my shoe had been rubbing it. No infections on it, no ulcer.

So tomorrow I got to practice nurse, had diabetes with bad toe! Worried. However, nurses very very helpful and very caring too.

**Paul Cannon** Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS 14/06/2013

Many thanks for taking the time and trouble to provide this feedback, it is greatly appreciated.

I will ensure that the Nurses in Minor Injuries Unit and staff in the A&E Department are aware of your very thoughtful remarks.

## I enjoy going to the hospital now

928499

*Niccccc17 the patient* 04/04/2022

262 views

I have recently moved onto adult clinic for my ongoing type 1 diabetes condition, and have recently had a great relationship with my healthcare professionals,

I am being treated with more respect now that I have been moved.

I enjoy going to the hospital now and can be honest with my healthcare team.

**Kevin Torbet** *Admin Assistant NHSGGC* 07/04/2022

Dear Niccccc17

Thank you for taking the time to leave such lovely feedback in regards to your experience of using the adult clinic of the New Victoria Hospital for your ongoing type 1 diabetes condition.

It was great to hear how the staff put your mind at ease throughout your journey and were thoughtful and attentive to your needs.

I will be sure to pass on your thanks to the staff who I'm sure will be delighted to hear they made a difference while you were under their care.

Kind regards

Kevin

## Updated diabetes pump

929921

*blush76 the patient* 08/04/2022

191 views

The medical representative talked us through the updated diabetes pump, explained everything very clearly, answered our questions and wasn't in a rush to end the session.

*Would recommend? (Friends and family test): Extremely likely*

**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde* 11/04/2022

Dear Blush76

Thank you for taking the time to tell us about your session regarding your updated pump. I am glad that the staff clearly explained the pump, and took the time to answer any questions you all had. I am sure the staff will appreciate your feedback.

Good luck with your new pump.

Best wishes

Nicole

**meals**
**235814**
*Glasgow cfer the patient* 25/06/2015

926 views

I suffer from cystic fibrosis the cf centre for West of Scotland moved from Gartnavel General to the new South Glasgow University campus, I was admitted in June due to chest infection.

Our dietician at Gartnavel worked very hard to get the cf patients a cf menu due to our high calorie nutritional needs.

My stay in the new hospital was awful I've never been so hungry! I had such little portions of food. Recently I had a hypo as I also suffer from diabetes to be told the ward isn't allowed to keep food I went from 7.30am to 9am with no food! I had to keep my sugar levels up with Lucosade I had in my room not an ideal situation!

The lack of food and choice was very poor and all the cf patients were suffering over the weekend. I said to a member of the kitchen staff about a cf menu and how it had been set up in our previous hospital to be told very bluntly that wouldn't be happening here! To make the situation worse one evening the whole ward didn't get any dinner as the kitchen staff locked themselves out apparently at 6pm they arrived with cold sandwiches for everyone which I'm afraid is not good enough for an evening meal! Myself and a few others had to order food from an outside venue! Cf centres across the country have very good meal set ups to manage our nutritional needs, this is a new multi billion pound hospital and is 1 of the worst cf centres at the moment I feel, which is a shame as the West of Scotland cf sufferers had high hopes of our new modern centre it's very disappointing, we cannot afford to lose weight but that is what happened to me in the few days I stayed in. To not have food available on the ward when there are diabetic people is asking for a disaster!

**Lorna Fairlie** Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde 30/06/2015

Dear Glasgow cfer,

I'm really disappointed that this was your experience of the food service recently on the ward you were being treated in - this is of course not the standard that we would expect and I am sorry that we have fallen short for you on this occasion.

I've already sent your comments to the General Manager for Facilities for this hospital, particularly for more information about the specific incident you refer to when you didn't receive a hot evening meal. I know that unexpected situations can always arise, but we have in place ways to manage such situations so that patients don't go without a meal. It's therefore important that we look in more detail at times where this didn't work.

You have also talked about supplies of food being available on wards and specific menus which are appropriate to the needs of each patient, both of which are important elements of our wider catering strategy, so I'll come back to you with more information about that specifically. It would also be helpful if you could let me know the dates and ward that you stayed in - it may be that there are specific needs we have to address on a particular ward and if that is the case, this information will really help.

Thanks again for taking the time to give us your feedback and I will be back in touch as soon as possible.

Kind Regards,

Lorna

**Glasgow cfer**

Thank you Lorna for your reply, I would be more than happy to give you the information you have asked for, do you have an email address to contact yourself on?

**Lorna Fairlie** Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde 20/11/2015

Dear Glasgow cfer,

It has been a few months since you highlighted this issue and I appreciate you getting in touch directly so we could chat about this in more depth. I was just going back through some older stories and wanted to give an update on what has happened since you posted so that anyone else reading this will be able to see the changes that have been made.

We spoke about the fact that there are stocked pantries on each ward which have basic foods that can be offered to patients between meals, for example bread with various spreads, cereals, biscuits, hot drinks etc. This is available to all patients, but we had also spoken about the specific CF menu provided at Gartnavel and the difference this makes on a day to day basis.

Following your post, I know that the CF dietician came to see you all on the ward to let you know about the new menu arrangements being put in place in the Queen Elizabeth University Hospital, as well as to promote the fact that extra snacks were available on the ward.

One of the main things through all of this however is staff awareness - I know that many staff were unaware of things like the stocked pantry which they could use. Helen who is the Catering Strategy Dietician has been carrying out training with duty managers and supervisors, focusing on the availability of special items and menus so hopefully this message is understood now.

I know that the last time we spoke, you had seen a real improvement in the food you received, and I hope and expect that this has continued. Please get back to me however if you see any changes.

Thanks again for raising this with us and helping to make a difference,

With best wishes,

Lorna

## Diabetic Centre Gartnavel Hospital Glasgow

*AAG the patient* 18/09/2015

250692

2,269 views

I am a Type 1 Diabetic and I have been attending the Diabetic Clinic at Gartnavel for over 20 years for my 6 monthly reviews.

The service I have received has always been first class up until about 2 years ago. Now my appointments are routinely cancelled, rearranged and then cancelled again. I have now reached the stage where I haven't been seen by a diabetic specialist since November last year and the clinic is unable to give me another appointment due to lack of resources.

Apparently this situation has happened as the clinic has insufficient staff (they have been moved to the new Queen Elizabeth Hospital) and are having to routinely cancel clinics.

Diabetes is a life long condition and the key to reducing the chances of serious complications is to have good control and to have regular check ups with a Diabetes specialist. I have reached the stage where I am no longer receiving this service.

**Lorna Fairlie** *Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde* 18/09/2015

Dear AAG,

I am really sorry to hear this and appreciate how frustrated you must be feeling since you have seen such a change in the service you have been using for such a long time.

I have passed your comments on to the General Manager for this service for more information, and I may come back to you for some more personal details to help us to look into your case in particular. Either way, I will get some more information to you as soon as possible but I wanted to make sure your post was acknowledged in the meantime.

Best Wishes,

Lorna

**AAG**

Thanks for your prompt response Lorna. Something has gone wrong at the Diabetes Centre at Gartnavel which needs urgent attention.

## Accident & Emergency

4 stories

### Can't fault anything about the staff at all, second to none

978837

*lesleym02 a relative* 29/09/2022

317 views

My 85 yr old mum who has never had a day's illness in the last 65 years or more was admitted by ambulance after suffering hypertension, swelling of her legs and difficulty breathing. The ambulance response time was absolutely fantastic, they were there before me arriving at my mum's home. The two paramedics were brilliant, they put her at ease as she was very anxious and kept us going for the 2.5 hours we were sitting in ambulance at hospital awaiting to be admitted to A&E.

When admitted the staff were fantastic also. Liam, the doctor who attended, couldn't have been any more professional and went out of his way to put my mum at ease due to her feeling anxious about her first time in the hospital as a patient. Once admitted to the ward 6C, the staff and doctors were amazing. She received the best care, was looked after very well with the healthcare assistants and nurses, she especially took to a student nurse, Rachel, and the doctor Rosheen, and Tess was also another favourite, though too many others to mention as she said they were all great with her and never a dull moment with the banter and care they provided.

She was under their care for about 11 days, and unfortunately after being sent home ended back in again with issues due to the medications needing adjusted. Yet again, the care from the nurses, doctors and care assistants have been amazing. She was admitted from Medical Assessment Unit and Saul, the doctor there, was so kind again he put my mum's mind at ease with her stay.

Can't fault anything about the staff at all, second to none. Just a pity for them that they are understaffed. I can only apologise that my mum is a fussy eater and always says: 'I don't like that'. They do their best to accommodate an alternative option.

Thanks again to you all, from paramedics to A&E, to nurses and Doctors, for all you have done. It is very much appreciated.

**Kevin Torbet** Admin Assistant NHS GGC 03/10/2022

Dear lesleym02

Thank you for taking the time to leave such lovely feedback in regards to you and your mum's experience of using the A&E, Acute Receiving Unit, Medical Assessment Unit and Cardiology Department of the Queen Elizabeth University Hospital.

I was sorry to hear your mum had to be admitted to hospital after suffering hypertension, swelling of her legs and difficulty breathing. This must have been an extremely worrying time for you and all the family.

I was however pleased to hear all the staff you and your mum came into contact with were friendly, professional and caring towards you both.

Thank you for naming so many of the helpful staff you encountered including Liam, Rachel, Rosheen, Tess and Saul. I will be delighted to feed back your thanks to them all who I'm sure will be delighted to hear you both had such a pleasant experience.

I hope your mum is feeling better now and thanks again for your kind words this really does mean a lot to the staff.

Kind regards

Kevin

## My daughter's care

979825

*Detroit@1 a parent/guardian* 30/09/2022

681 views

My daughter was rushed into Resus with DKA. She was extremely unwell on admission.

The swift action of all nurses and doctors ensured a quick diagnosis and subsequent treatment.

She was later transferred to HDU, where she received excellent care after a shock diagnosis of Type 1 Diabetes.

Our family would like to thank all staff who were involved in her care, especially Lyndsay, Kirsty, Dr Mo and Nicola in Ward 5A.

She is now under the care of the diabetic team in Gartnavel, where she has met Alison and Christine, who will continue to provide her with the care and expertise she will require to help her adjust to this life changing condition.

Thank you

**Kevin Torbet** Admin Assistant NHSGGC 05/10/2022

Dear Detroit@1

Thank you for taking the time to leave us such lovely feedback in regards to your experience of attending the A&E, HDU and Ward 5A of the Queen Elizabeth University Hospital with your daughter.

I was sorry to hear your daughter had to be admitted to the hospital after becoming extremely unwell. This must have been a very worrying time for you and your family.

It was however wonderful to hear how all the staff have made you both feel welcomed and comfortable while she has been in for her diagnosis.

I'm glad she is being provided with great care and expertise by the staff and they are helping her adjust to this life changing condition.

I will be sure to pass on your thanks to all the staff involved who I'm sure will be delighted to hear you have both had such a pleasant experience.

Kind regards

Kevin

## My Dad's care journey

1259344

*bravofe87* a relative 19/09/2024

585 views

Following a 6-week urinary infection treated with multiple antibiotics having had no face to face GP appointment and no diabetic annual check for 4yrs, my dad's health declined rapidly

Due to a public holiday we called NHS24 111. The swift triage had dad seen by paramedics and admitted to QUEH Resus and informed us he had urinary sepsis uncontrolled diabetes and was very unwell.

He was treated effectively and efficiently and with great care at every stage.

He was taken to ARU1, huge thanks to Dr. Fatima & team who were reassuring to us all in those first 24hrs.

This acute period meant he went from diet controlled diabetes to insulin sliding scale & moved to 5B.

Here he was cared for 3 weeks & the team were amazing. Dad had his favourites, but especially HCSW Paul. June, diabetic nurse support, taught the family new skills. Jill, advanced nurse practitioner, gave advice regarding how this acute sepsis etc gave Dad moderate heart failure.

The delay in care package meant that Dad luckily was in 5b when he unfortunately he had a heart attack a few days before potential discharge. Swift care attention from 5b yet again.

He was moved to 6c for telemetry and monitoring. The moves during this time were quite stressful for dad. He would worry and be anxious.

However in 6c Sn Connie & HCSW Lynn were just wonderful and incredibly supportive to us all.

Thank you to Emma in Occupational therapy for arranging the equipment for home.

Care package set up in community delayed his discharge twice. Staff mentioned this was a regular issue. However staff wanted to ensure it was in place to support my dad mum and family.

Once this was sorted he was moved to medical day unit for 2 nights due to slight delay in medication etc. Many thanks to Sn Angela for sorting everything.

After 5weeks he came home via hospital transport another swift smooth service. District nurses and carers all in place and working well. This support means dad and family have support in place to help Dad continue his journey back to independence. So very thankful and grateful to NHS 24 to paramedics, to all the staff in Resus ARU1, 5b, 6c, Medical Day Unit, hospital transport. Outstanding at every stage, the care attention he received and the support given to the family cannot be faulted. We are so appreciative and thank everyone so much for hard work and dedication. So many names to remember but you know who you are. Dad is doing very well 3 weeks at home recuperating and improving every day.

**Marie Austin** Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024

Dear bravofe87

Thank you for taking the time to share your Dad's journey of care and experience. These insights demonstrate the high quality care received across all the services. I will share this feedback with Dr Fatima and the team in ARU1. I am pleased to hear that your Dad is doing well now at home and recuperating. The expression of your gratitude will mean a lot to the team.

Kind regards

Marie Austin

Lead Nurse

Acute Receiving

**Karen MacKay** Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024



Thank you for taking the time to share your Dads story during his recent admission to QEUH.

It is always helpful to receive feedback whether positive or negative so that changes and improvements in care can be made when required.

Although it sounds as if it has been a really worrying time for your family, it is reassuring to hear that your dad's health seems to be improving and he is now recovering well at home.

Please be assured I will pass on your gratitude to the nursing managers in the various departments you have mentioned in your post, including one of the areas I manage - Medical day unit.

Thank you again for your kindness.

**Mark Hannan** *Head of Corporate Affairs and Engagement Scottish Ambulance Service 19/09/2024*

Hi bravofe87,

I see my colleagues from NHS GG&C have come back in response to your kind words about your dad's care throughout his NHS journey.

I just wanted to thank you for your compliments in relation to our staff from the Scottish Ambulance Service. It is very much appreciated.

I'm so pleased to hear your dad is on the mend and improving every day. That's brilliant news.

Please pass on our best wishes to him.

Thanks,

Mark

**Karen McGuire** *Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024*

Hi bravofe87

Thank you for sharing your dad's journey with us, your feedback is very helpful to ensure we continue to deliver good quality care to all of our patients. I will pass on your kind comments to SN Connie and HCSW Lynn in 6C who were especially supportive to your dad and your family at what must have been a very stressful part of your dad's stay in hospital. The team will be delighted to hear about his progress.

I am so pleased to hear your dad is recuperating well at home and please pass on my best wishes for his continued recovery.

Many thanks

Karen

**Lynsey O'Dwyer** *Interim Senior Nurse East Renfrewshire HSCP 24/09/2024*

Dear bravofe87

My name is Lynsey O'Dwyer and I am the Clinical Team for the District Nursing Service in East Renfrewshire Health and Social Care Partnership.

Thank you for taking the time to give feedback and share your experience of your Dads' care. I am delighted to hear that the District Nurses are supporting your Dad at home, promoting his recovery and return to independence.

I will ensure the East Renfrewshire District Nursing team get your feedback. I wish your Dad well with his recovery.

My best Wishes

Lynsey O'Dwyer

**Karen Hughes** *Senior Charge Nurse NHS Greater Glasgow and Clyde 25/09/2024*

Dear bravofe87,

thank you so much for taking the time to submit such a positive care opinion. I am delighted your dad is continuing to improve at home, that sounded an extremely stressful time for all of you. I will pass on your lovely comments to our staff, especially the resus team. They will be delighted to hear how well your dad has recovered.

please pass on our best wishes to him,

with kind regards,

Karen

## Lack of diabetes knowledge from staff

1275104

*loism12345 a service user 21/10/2024*

297 views

I was admitted into a ward in A&E almost immediately after arriving and reporting symptoms of diabetic ketoacidosis, I had called nhs 24 for some advice beforehand as had been fortunate enough not to experience this up until now, despite being diabetic for almost 16 years. The staff in A&E were excellent and really set my mind at ease and I felt very safe there during what was a very scary experience for me.

After around an hour and a half, I was moved to ARU 4. The standard of care here was nowhere near on the same level. Although my dietary requirements were asked for, this was not recorded on my door as it had been for other patients, leading to me having dry toast as the only option when I was able to eat again. Whilst some of the staff on this ward were great, it often took a long time to get hold of a member of staff when required, such as pausing my insulin, fluids and glucose to allow me to go to the bathroom.

I was also advised in A&E that my fluid output would be measured, this did not happen at all after being moved ward. Several nurses also didn't turn the lights off or close the door to my room as I had requested during the night after they'd been in to check my obs, despite me requesting this. This left me feeling quite exposed as people could see into my room when going past in the corridor, I felt I had no privacy and could also hear what other patients were being told on the ward due to this. Due to the lights being left on, I also really struggled to sleep.

My main concerns are several things that happened the morning of discharge. I was advised around 7.30am by the doctor on the ward that I would be allowed home before lunch if I was able to put a new insulin pump on and eat breakfast with no issues.

An unidentified tablet was brought round by my nurse. I questioned what this was and why it had been prescribed as it was not a medication I take or had been informed about. The nurse was able to tell me the name of the medication, but not what it was for, and took this away when I wanted to know what it was which I found worrying. I never received clarification on why this had been prescribed or what for.

Breakfast was brought round just prior to 9am and I heard my nurse being advised that I could come off the ketoacidosis pathway prior to this. I had rang for the nurse when breakfast was brought round and it took 25 minutes to get a response.

At this stage, I was disconnected from fluids and insulin but the IV was left in my arm. I explained to the nurse that this would need to be removed or I would need assistance putting my insulin pump on. I was told the nurse would return shortly to do this. Ten minutes later, I had a hypo which I immediately rang staff to inform them about and mentioned that I also was still without insulin. I was told my nurse would be informed. Five minutes following this, the same member of staff had come back to check on me and my sugars.

Despite receiving no hypo treatment, my sugars had risen due to having no insulin onboard. I again raised that I was concerned about how quickly my sugars were rising, especially considering that I had been admitted for DKA and this had taken all night to get rid of. I was again told that my nurse would be through soon. My sugars continued to rise, and after 45 minutes I was in tears and on the verge of a panic attack due to my anxiety over this not being taken seriously.

Only at this point, did my nurse see me and remove the IV to allow me to put a new insulin pump on. I explained what had happened and why I was worried, but they did not seem concerned regarding this and

did not seem to have an understanding about how dangerous it can be for a type one diabetic to be left without insulin for a long period of time.

Due to the time without insulin, despite me trying multiple times to advocate for my health needs, my sugars were slightly elevated for the next few hours following insertion of the new pump, including when I was discharged.

Despite being told I could go following having a new pump applied and eating something, it took a further hour for me to be discharged, despite myself and my mum overhearing another nurse on the ward say it was fine for me to leave when we initially asked.

My nurse didn't check my bloods, ketones or confirm that my insulin pump was definitely working before leaving and had to ask me whether I was waiting on any prescription when this was information I believe they should have been aware of.

It all felt very disorganised and did not fill me with confidence that the ward could meet my care as someone with a chronic condition. I believe further training on type 1 diabetes and ketoacidosis should be provided to staff on this ward, or diabetic patients experiencing DKA should be admitted to a specialist ward from the get go so that their needs are met.

*Would recommend? (Friends and family test): Unlikely*

**Nicole McNally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
22/10/2024

Dear loism12345

Thank you for taking the time to get in touch.

I am pleased to hear that the staff in A&E provided excellent care and reassurance during what must have been a very frightening experience for you.

I am sorry about your experience in the Acute Receiving Unit. This is certainly not the experience we want for any of our patients, and I would like to apologise for this. You have highlighted a number of issues which we would like to investigate further. Can you please contact my colleague, Linda Caldwell, who is the Clinical Service Manager responsible for the Emergency Department and the Acute Receiving Unit. ([linda.caldwell4@nhs.scot](http://))

I hope you are recovering well at home.

Thank you

Nicole

**Karen Hughes** Senior Charge Nurse NHS Greater Glasgow and Clyde 02/11/2024

Dear liosm12345,

thank you for taking the time to submit a care opinion, I am so sorry to read about the experiences you describe but I am delighted that you found the A&E staff to be excellent and put your mind at ease during such a frightening situation for you, I will pass on your lovely comments to them.

with kind regards,

Karen

## Can't fault anything about the staff at all, second to none

**978837***lesleym02 a relative 29/09/2022*

317 views

My 85 yr old mum who has never had a day's illness in the last 65 years or more was admitted by ambulance after suffering hypertension, swelling of her legs and difficulty breathing. The ambulance response time was absolutely fantastic, they were there before me arriving at my mum's home. The two paramedics were brilliant, they put her at ease as she was very anxious and kept us going for the 2.5 hours we were sitting in ambulance at hospital awaiting to be admitted to A&E.

When admitted the staff were fantastic also. Liam, the doctor who attended, couldn't have been any more professional and went out of his way to put my mum at ease due to her feeling anxious about her first time in the hospital as a patient. Once admitted to the ward 6C, the staff and doctors were amazing. She received the best care, was looked after very well with the healthcare assistants and nurses, she especially took to a student nurse, Rachel, and the doctor Rosheen, and Tess was also another favourite, though too many others to mention as she said they were all great with her and never a dull moment with the banter and care they provided.

She was under their care for about 11 days, and unfortunately after being sent home ended back in again with issues due to the medications needing adjusted. Yet again, the care from the nurses, doctors and care assistants have been amazing. She was admitted from Medical Assessment Unit and Saul, the doctor there, was so kind again he put my mum's mind at ease with her stay.

Can't fault anything about the staff at all, second to none. Just a pity for them that they are understaffed. I can only apologise that my mum is a fussy eater and always says: 'I don't like that'. They do their best to accommodate an alternative option.

Thanks again to you all, from paramedics to A&E, to nurses and Doctors, for all you have done. It is very much appreciated.

*Would recommend? (Friends and family test): Extremely likely*

**Kevin Torbet** Admin Assistant NHSGGC 03/10/2022

Dear lesleym02

Thank you for taking the time to leave such lovely feedback in regards to you and your mum's experience of using the A&E, Acute Receiving Unit, Medical Assessment Unit and Cardiology Department of the Queen Elizabeth University Hospital.

I was sorry to hear your mum had to be admitted to hospital after suffering hypertension, swelling of her legs and difficulty breathing. This must have been an extremely worrying time for you and all the family.

I was however pleased to hear all the staff you and your mum came into contact with were friendly, professional and caring towards you both.

Thank you for naming so many of the helpful staff you encountered including Liam, Rachel, Rosheen, Tess and Saul. I will be delighted to feed back your thanks to them all who I'm sure will be delighted to hear you both had such a pleasant experience.

I hope your mum is feeling better now and thanks again for your kind words this really does mean a lot to the staff.

Kind regards

Kevin

## My Dad's care journey

1259344

*bravofe87* a relative 19/09/2024

585 views

Following a 6-week urinary infection treated with multiple antibiotics having had no face to face GP appointment and no diabetic annual check for 4yrs, my dad's health declined rapidly

Due to a public holiday we called NHS24 111. The swift triage had dad seen by paramedics and admitted to QUEH Resus and informed us he had urinary sepsis uncontrolled diabetes and was very unwell.

He was treated effectively and efficiently and with great care at every stage.

He was taken to ARU1, huge thanks to Dr. Fatima & team who were reassuring to us all in those first 24hrs.

This acute period meant he went from diet controlled diabetes to insulin sliding scale & moved to 5B.

Here he was cared for 3 weeks & the team were amazing. Dad had his favourites, but especially HCSW Paul. June, diabetic nurse support, taught the family new skills. Jill, advanced nurse practitioner, gave advice regarding how this acute sepsis etc gave Dad moderate heart failure.

The delay in care package meant that Dad luckily was in 5b when he unfortunately he had a heart attack a few days before potential discharge. Swift care attention from 5b yet again.

He was moved to 6c for telemetry and monitoring. The moves during this time were quite stressful for dad. He would worry and be anxious.

However in 6c Sn Connie & HCSW Lynn were just wonderful and incredibly supportive to us all.

Thank you to Emma in Occupational therapy for arranging the equipment for home.

Care package set up in community delayed his discharge twice. Staff mentioned this was a regular issue. However staff wanted to ensure it was in place to support my dad mum and family.

Once this was sorted he was moved to medical day unit for 2 nights due to slight delay in medication etc. Many thanks to Sn Angela for sorting everything.

After 5weeks he came home via hospital transport another swift smooth service. District nurses and carers all in place and working well. This support means dad and family have support in place to help Dad continue his journey back to independence. So very thankful and grateful to NHS 24 to paramedics, to all the staff in Resus ARU1, 5b, 6c, Medical Day Unit, hospital transport. Outstanding at every stage, the care attention he received and the support given to the family cannot be faulted. We are so appreciative and thank everyone so much for hard work and dedication. So many names to remember but you know who you are. Dad is doing very well 3 weeks at home recuperating and improving every day.

**Marie Austin** *Lead Nurse NHS Greater Glasgow and Clyde* 19/09/2024

Dear bravofe87

Thank you for taking the time to share your Dad's journey of care and experience. These insights demonstrate the high quality care received across all the services. I will share this feedback with Dr Fatima and the team in ARU1. I am pleased to hear that your Dad is doing well now at home and recuperating. The expression of your gratitude will mean a lot to the team.

Kind regards

Marie Austin

Lead Nurse

Acute Receiving

**Karen MacKay** *Lead Nurse NHS Greater Glasgow and Clyde* 19/09/2024

Thank you for taking the time to share your Dads story during his recent admission to QEUH.

It is always helpful to receive feedback whether positive or negative so that changes and improvements in care can be made when required.

Although it sounds as if it has been a really worrying time for your family, it is reassuring to hear that your dad's health seems to be improving and he is now recovering well at home.

Please be assured I will pass on your gratitude to the nursing managers in the various departments you have mentioned in your post, including one of the areas I manage - Medical day unit.

Thank you again for your kindness.

**Mark Hannan** *Head of Corporate Affairs and Engagement Scottish Ambulance Service 19/09/2024*

Hi bravofe87,

I see my colleagues from NHS GG&C have come back in response to your kind words about your dad's care throughout his NHS journey.

I just wanted to thank you for your compliments in relation to our staff from the Scottish Ambulance Service. It is very much appreciated.

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Please pass on our best wishes to him.

Thanks,

Mark

**Karen McGuire** *Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024*

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I am so pleased to hear your dad is recuperating well at home and please pass on my best wishes for his continued recovery.

Many thanks

Karen

**Lynsey O'Dwyer** *Interim Senior Nurse East Renfrewshire HSCP 24/09/2024*

Dear bravofe87

My name is Lynsey O'Dwyer and I am the Clinical Team for the District Nursing Service in East Renfrewshire Health and Social Care Partnership.

Thank you for taking the time to give feedback and share your experience of your Dads' care. I am delighted to hear that the District Nurses are supporting your Dad at home, promoting his recovery and return to independence.

I will ensure the East Renfrewshire District Nursing team get your feedback. I wish your Dad well with his recovery.

My best Wishes

Lynsey O'Dwyer

**Karen Hughes** *Senior Charge Nurse NHS Greater Glasgow and Clyde 25/09/2024*

Dear bravofe87,

thank you so much for taking the time to submit such a positive care opinion. I am delighted your dad is continuing to improve at home, that sounded an extremely stressful time for all of you. I will pass on your lovely comments to our staff, especially the resus team. They will be delighted to hear how well your dad has recovered.

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## Lack of diabetes knowledge from staff

1275104

*loism12345 a service user 21/10/2024*

297 views

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did not seem to have an understanding about how dangerous it can be for a type one diabetic to be left without insulin for a long period of time.

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**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde*  
22/10/2024

Dear loism12345

Thank you for taking the time to get in touch.

I am pleased to hear that the staff in A&E provided excellent care and reassurance during what must have been a very frightening experience for you.

I am sorry about your experience in the Acute Receiving Unit. This is certainly not the experience we want for any of our patients, and I would like to apologise for this. You have highlighted a number of issues which we would like to investigate further. Can you please contact my colleague, Linda Caldwell, who is the Clinical Service Manager responsible for the Emergency Department and the Acute Receiving Unit. ([linda.caldwell4@nhs.scot](http://))

I hope you are recovering well at home.

Thank you

Nicole

**Karen Hughes** *Senior Charge Nurse NHS Greater Glasgow and Clyde* 02/11/2024

Dear liosm12345,

thank you for taking the time to submit a care opinion, I am so sorry to read about the experiences you describe but I am delighted that you found the A&E staff to be excellent and put your mind at ease during such a frightening situation for you, I will pass on your lovely comments to them.

with kind regards,

Karen



## Waiting time for my husband to get a hip replacement

535020

*Lintylemon a relative* 31/05/2018

631 views

My husband has had pain in both his hips for a couple years.

He had an X-ray in 2017 and was told that he had arthritis in both hips.

He didn't get an appointment until a few months ago.

The consultant told my husband that his hips were in a bad way, but that the waiting list was up to 6 months. He got a letter to say that he had a (ttg) date.

I phoned the orthopaedic ward to see if there was an update on a date for his operation.

I was told the waiting list was now 6 To 9 Months from his appointment at hospital.

I think that this is unacceptable as my husband has had to go on sick leave leading up to his retirement. He is also on tramadol for the pain.

It makes me so angry as he has paid his contributions for over 40 years and this is how he is treated.

*Would recommend? (Friends and family test): Don't know*

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
01/06/2018

Dear Lintylemon

Thank you for your post on Care Opinion.

I am sorry to hear about your husband's ill health and the impact that this is having.

Unfortunately, the Orthopaedic Service is under pressure which has resulted in the service not meeting the waiting time target. The Orthopaedic Service is aware of the issues and is working as flexibly as possible to reduce waiting times for patients. I appreciate how frustrating this must be for your husband and you and please accept our apologies.

Regards

Susan Groom

General Manager - Orthopaedics

## Can't fault anything about the staff at all, second to none

**978837***lesleym02 a relative* 29/09/2022

317 views

My 85 yr old mum who has never had a day's illness in the last 65 years or more was admitted by ambulance after suffering hypertension, swelling of her legs and difficulty breathing. The ambulance response time was absolutely fantastic, they were there before me arriving at my mum's home. The two paramedics were brilliant, they put her at ease as she was very anxious and kept us going for the 2.5 hours we were sitting in ambulance at hospital awaiting to be admitted to A&E.

When admitted the staff were fantastic also. Liam, the doctor who attended, couldn't have been any more professional and went out of his way to put my mum at ease due to her feeling anxious about her first time in the hospital as a patient. Once admitted to the ward 6C, the staff and doctors were amazing. She received the best care, was looked after very well with the healthcare assistants and nurses, she especially took to a student nurse, Rachel, and the doctor Rosheen, and Tess was also another favourite, though too many others to mention as she said they were all great with her and never a dull moment with the banter and care they provided.

She was under their care for about 11 days, and unfortunately after being sent home ended back in again with issues due to the medications needing adjusted. Yet again, the care from the nurses, doctors and care assistants have been amazing. She was admitted from Medical Assessment Unit and Saul, the doctor there, was so kind again he put my mum's mind at ease with her stay.

Can't fault anything about the staff at all, second to none. Just a pity for them that they are understaffed. I can only apologise that my mum is a fussy eater and always says: 'I don't like that'. They do their best to accommodate an alternative option.

Thanks again to you all, from paramedics to A&E, to nurses and Doctors, for all you have done. It is very much appreciated.

*Would recommend? (Friends and family test): Extremely likely*

**Kevin Torbet** Admin Assistant NHSGGC 03/10/2022

Dear lesleym02

Thank you for taking the time to leave such lovely feedback in regards to you and your mum's experience of using the A&E, Acute Receiving Unit, Medical Assessment Unit and Cardiology Department of the Queen Elizabeth University Hospital.

I was sorry to hear your mum had to be admitted to hospital after suffering hypertension, swelling of her legs and difficulty breathing. This must have been an extremely worrying time for you and all the family.

I was however pleased to hear all the staff you and your mum came into contact with were friendly, professional and caring towards you both.

Thank you for naming so many of the helpful staff you encountered including Liam, Rachel, Rosheen, Tess and Saul. I will be delighted to feed back your thanks to them all who I'm sure will be delighted to hear you both had such a pleasant experience.

I hope your mum is feeling better now and thanks again for your kind words this really does mean a lot to the staff.

Kind regards

Kevin

## My Papa's care

1062956

*Martha893 a relative* 10/07/2023

430 views

My papa had been admitted to QEUH, ward 6C with end stage heart and renal failure as well as multiple other illnesses including diabetes. His care has been absolutely awful to say the least. Due to being bed bound and palliative he should have been on two hourly repositioning and he was in fact not. Family where up most of the time for hours throughout the day and on several occasions we had to ask staff for him to be repositioned and to have personal care for bowel management. Due to this, he ended up developing a pressure sore to each heel and one developing on his sacrum. On several occasions the wounds were not dressed and left for hours, left at risk of infection or further breakdown.

On one occasion staff had been said to have been bullying him because he refused to take medication (as they were not listening to him that it made him sick) and due to this they did not attend to my papa for hours and had moved everything outwith his reach so he could not take a drink, read his paper, eat or put on his radio.

On several occasions several staff, I believed, seemed as if they could not care any less about him, not saying a word as they walked into the room, or even bothered to tell him his BMs when they checked and I felt they were being very dismissive, speaking in medical jargon to family who do not understand these terms. Family were not updated about anything about his care and were never told he was palliative.

No information on "What Matters To Me" board. No holistic patient care throughout this stay.

Some of the auxiliary staff I met couldn't be more helping and friendly and we are very thankful for their support for him during his stay.

*Would recommend? (Friends and family test): Extremely unlikely*

**Laura Wilson** *Lead Nurse NHS Greater Glasgow and Clyde* 18/07/2023

Dear Martha893

I wish to express how sorry I am that you and your Papa did not have a good experience of care in Ward 6C QEUH.

I would appreciate the opportunity to investigate the concerns you have raised to allow us to learn from your experience and make changes to patient care in the future. Please contact me at [laura.wilson@ggc.scot.nhs.uk](mailto:laura.wilson@ggc.scot.nhs.uk) if you would find this useful.

I will of course share this with the team in 6c for their understanding of your experiences in the Ward.

Laura

## My Dad's care journey

1259344

*bravofe87* a relative 19/09/2024

585 views

Following a 6-week urinary infection treated with multiple antibiotics having had no face to face GP appointment and no diabetic annual check for 4yrs, my dad's health declined rapidly

Due to a public holiday we called NHS24 111. The swift triage had dad seen by paramedics and admitted to QUEH Resus and informed us he had urinary sepsis uncontrolled diabetes and was very unwell.

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He was taken to ARU1, huge thanks to Dr. Fatima & team who were reassuring to us all in those first 24hrs.

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Here he was cared for 3 weeks & the team were amazing. Dad had his favourites, but especially HCSW Paul. June, diabetic nurse support, taught the family new skills. Jill, advanced nurse practitioner, gave advice regarding how this acute sepsis etc gave Dad moderate heart failure.

The delay in care package meant that Dad luckily was in 5b when he unfortunately he had a heart attack a few days before potential discharge. Swift care attention from 5b yet again.

He was moved to 6c for telemetry and monitoring. The moves during this time were quite stressful for dad. He would worry and be anxious.

However in 6c Sn Connie & HCSW Lynn were just wonderful and incredibly supportive to us all.

Thank you to Emma in Occupational therapy for arranging the equipment for home.

Care package set up in community delayed his discharge twice. Staff mentioned this was a regular issue. However staff wanted to ensure it was in place to support my dad mum and family.

Once this was sorted he was moved to medical day unit for 2 nights due to slight delay in medication etc. Many thanks to Sn Angela for sorting everything.

After 5weeks he came home via hospital transport another swift smooth service. District nurses and carers all in place and working well. This support means dad and family have support in place to help Dad continue his journey back to independence. So very thankful and grateful to NHS 24 to paramedics, to all the staff in Resus ARU1, 5b, 6c, Medical Day Unit, hospital transport. Outstanding at every stage, the care attention he received and the support given to the family cannot be faulted. We are so appreciative and thank everyone so much for hard work and dedication. So many names to remember but you know who you are. Dad is doing very well 3 weeks at home recuperating and improving every day.

**Marie Austin** Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024

Dear bravofe87

Thank you for taking the time to share your Dad's journey of care and experience. These insights demonstrate the high quality care received across all the services. I will share this feedback with Dr Fatima and the team in ARU1. I am pleased to hear that your Dad is doing well now at home and recuperating. The expression of your gratitude will mean a lot to the team.

Kind regards

Marie Austin

Lead Nurse

Acute Receiving

**Karen MacKay** Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024

Thank you for taking the time to share your Dads story during his recent admission to QEUH.

It is always helpful to receive feedback whether positive or negative so that changes and improvements in care can be made when required.

Although it sounds as if it has been a really worrying time for your family, it is reassuring to hear that your dad's health seems to be improving and he is now recovering well at home.

Please be assured I will pass on your gratitude to the nursing managers in the various departments you have mentioned in your post, including one of the areas I manage - Medical day unit.

Thank you again for your kindness.

**Mark Hannan** *Head of Corporate Affairs and Engagement Scottish Ambulance Service 19/09/2024*

Hi bravofe87,

I see my colleagues from NHS GG&C have come back in response to your kind words about your dad's care throughout his NHS journey.

I just wanted to thank you for your compliments in relation to our staff from the Scottish Ambulance Service. It is very much appreciated.

I'm so pleased to hear your dad is on the mend and improving every day. That's brilliant news.

Please pass on our best wishes to him.

Thanks,

Mark

**Karen McGuire** *Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024*

Hi bravofe87

Thank you for sharing your dad's journey with us, your feedback is very helpful to ensure we continue to deliver good quality care to all of our patients. I will pass on your kind comments to SN Connie and HCSW Lynn in 6C who were especially supportive to your dad and your family at what must have been a very stressful part of your dad's stay in hospital. The team will be delighted to hear about his progress.

I am so pleased to hear your dad is recuperating well at home and please pass on my best wishes for his continued recovery.

Many thanks

Karen

**Lynsey O'Dwyer** *Interim Senior Nurse East Renfrewshire HSCP 24/09/2024*

Dear bravofe87

My name is Lynsey O'Dwyer and I am the Clinical Team for the District Nursing Service in East Renfrewshire Health and Social Care Partnership.

Thank you for taking the time to give feedback and share your experience of your Dads' care. I am delighted to hear that the District Nurses are supporting your Dad at home, promoting his recovery and return to independence.

I will ensure the East Renfrewshire District Nursing team get your feedback. I wish your Dad well with his recovery.

My best Wishes

Lynsey O'Dwyer

**Karen Hughes** *Senior Charge Nurse NHS Greater Glasgow and Clyde 25/09/2024*

Dear bravofe87,

thank you so much for taking the time to submit such a positive care opinion. I am delighted your dad is continuing to improve at home, that sounded an extremely stressful time for all of you. I will pass on your lovely comments to our staff, especially the resus team. They will be delighted to hear how well your dad has recovered.

please pass on our best wishes to him,

with kind regards,

Karen

## Diabetes (Wards 5a &5b)

7 stories

### Supported through gestational diabetes pregnancy

901625

*caelumhz57 the patient* 10/12/2021

583 views

I have recently given birth to my baby. I suffer with hyperthyroidism and was very quickly diagnosed with gestational diabetes so I attended the Dr Gibson's diabetes clinic at the QEUH. All staff at the clinic were very supportive and the care I received through my pregnancy was amazing! I also linked in with Margaret and Laura weekly, the diabetic nurses to make sure my medication was correct.

As my pregnancy progressed it became apparent to me that I was suffering with anxiety around giving birth due to my past experiences. I felt able to open up to the midwives about this and the support I received was amazing and I was referred to the specialist midwife, Lynne. I continued with my regular appointments at the diabetic clinic and worked with Lynne in order to control my anxiety and work on specific techniques to help me get ready for birth. I can honestly say I feel so fortunate to have been offered this help. It really allowed me to take control of this experience.

I was taken into hospital the day prior to my c section and Lynne called me that day to check in how I was feeling and after the birth. On the morning of my c section the midwife Karen came to get me and kept me informed of how the morning would progress. I had a very detailed chat with the anaesthetist, Katie and Dr Roberts in respect of the procedure. Both took the time to answer all my questions/ worries and explain everything to me and it really did make me feel at ease and in control. My whole experience was really positive and My baby was born safe and well.

On ward 47 all staff were amazing especially the midwives Angela and Bethany. I want to thank all the staff who were involved in my care from the beginning of my pregnancy to the birth of my baby and beyond. I felt so supported and the care I received was excellent. I feel so lucky to have received such amazing care and support. Thank you!

*Would recommend? (Friends and family test): Extremely likely*

**Elaine Drennan** *Lead Midwife NHS Greater Glasgow and Clyde* 13/12/2021

Dear caelumhz57

Congratulation on the birth of your baby and thank you for taking the time to leave such lovely feedback of your experience in pregnancy and birth.

The team within the diabetic clinic will be delighted to read your kind words about the care you received during your pregnancy. I will share your post with the team who will be delighted to read that you felt so supported during this time.

I am glad you felt that you could open up to our midwives about your previous birth experiences enabling the referral to our specialist midwife Lynne and receiving ongoing support to help you get ready for the birth of your baby. Specialist midwives within The Maternity and Neonatal Psychological Intervention team is relatively new and your feedback in how you were supported is very much appreciated. I will share your lovely comments with Lynne and I know this will mean such a lot to her.

The birth of your baby is such a special time and we are grateful that you have taken time to let us know about your experience whilst within our care.

Many I take this opportunity to wish you and your family well for the future.

Best Wishes

Elaine Drennan

Lead Midwife

Community & Outpatients

## Great Diabetes Care

968447

*Diab84 a service user 24/08/2022*

292 views

I am a Type 1 Diabetic patient at the QEUH/VACH and also work in the NHS. I have been diabetic for 14 years and have had many ups and downs because of this disease.

The Diabetic Team at QEUH/VACH have been marvellous from my diagnosis to helping me learn to live with it. I've been educated on carb counting, given autonomy to adjust my insulin regime via insulin pens, and insulin pumps, supported me physically and emotionally during my pregnancies where I delivered 2 healthy but premature babies, and more recently secured funding for an insulin pump and CGM (Continued Glucose Monitoring) system which has made such a huge difference to my overall blood sugars in the last 2 weeks.

14 years on and I still turn to them to guide me from time to time as life throws challenges at me (they're like a second family). The impact day to day stress has on my blood sugars can be quite scary, so to be able to model the new technology that literally keeps me alive is such a privilege and I'm so grateful for being part of an amazing team from a personal and professional aspect. They continue to go above and beyond for their patients whilst they face the daily challenges within their Service.

**Kevin Torbet** Admin Assistant NHSGGC 26/08/2022

Dear Diab84

Thank you for taking the time to leave us such lovely feedback in regards to your experience of using the Diabetes Departments of the Queen Elizabeth University Hospital and the New Victoria Hospital.

It was great to hear you have felt supported throughout your diagnosis and feel you have been suitably educated in how to cope with this condition through carb counting and the use of insulin pens, and insulin pumps.

It was also very heart warming to hear of the emotional and physical support you have received after the birth of your two babies and also the additional support you have received with your funding for an insulin pump and CGM.

Your kind words and appreciation for the hard work the staff put in each day is very much appreciated and won't go unnoticed.

I will be sure to pass on your thanks to everyone involved who I'm sure will be delighted to hear you have had such a pleasant experience when attending each department.

Thanks again this means so much to the staff.

Kind regards

Kevin

## My daughter's care

*Detroit@1 a parent/guardian 30/09/2022*

**979825**

My daughter was rushed into Resus with DKA. She was extremely unwell on admission.

681 views

The swift action of all nurses and doctors ensured a quick diagnosis and subsequent treatment.

She was later transferred to HDU, where she received excellent care after a shock diagnosis of Type 1 Diabetes.

Our family would like to thank all staff who were involved in her care, especially Lyndsay, Kirsty , Dr Mo and Nicola in Ward 5A.

She is now under the care of the diabetic team in Gartnavel, where she has met Alison and Christine, who will continue to provide her with the care and expertise she will require to help her adjust to this life changing condition.

Thank you

*Would recommend? (Friends and family test): Extremely likely*

**Kevin Torbet** Admin Assistant NHSGGC 05/10/2022



Dear Detroit@1

Thank you for taking the time to leave us such lovely feedback in regards to your experience of attending the A&E, HDU and Ward 5A of the Queen Elizabeth University Hospital with your daughter.

I was sorry to hear your daughter had to be admitted to the hospital after becoming extremely unwell. This must have been a very worrying time for you and your family.

It was however wonderful to hear how all the staff have made you both feel welcomed and comfortable while she has been in for her diagnosis.

I'm glad she is being provided with great care and expertise by the staff and they are helping her adjust to this life changing condition.

I will be sure to pass on your thanks to all the staff involved who I'm sure will be delighted to hear you have both had such a pleasant experience.

Kind regards

Kevin

## Poor experience in hospital

*delphinusen49 a carer 23/05/2023*

1068255

What happened?

478 views

Mum is in hospital. Again. She has dementia and poorly controlled diabetes due to poor diet (she forgets to eat). The last time she was admitted I asked that her food intake to be monitored. It wasn't and she would describe hiding the awful food from the staff so they didn't see she hadn't eaten it. This time I was very clear that eating was an issue and needed monitoring. I was assured this would take place. Tonight I asked how the food chart was. The nurse went to check and did not return. I went to the nurses station and was basically told how ridiculous an idea it was that she had her food intake monitored and was advised that they check her blood. We also discussed the desirability of 'baked egg and mashed potato' as a dinner choice and was assured it was 'eaten by a lot of people'. I was also advised that, just like the last time, home care would be arranged. But that this couldn't happen now until Monday (today is Friday) due to the home care team being too busy to take referrals. However I was advised that home care won't make sure your mum eats either. We then debated the relative merits of a meal being provided over NO meals being provided. I left having been assured that nothing much was happening in Ward 5A that couldn't realistically be happening at home. How do I feel? I feel like invoking my POA and refusing to allow mum to be discharged until suitable care can be arranged, and you can see how not monitoring food intake works out long term for yourselves. PS I previously attempted to raise an official complaint related to mum's care during her previous stays (and our caring role being utterly dismissed) but she was deemed to have capacity at that point and I was not allowed to complain without her written consent.

*Would recommend? (Friends and family test): Extremely unlikely*

**Sharon Parrott** *Clinical Service Manager NHS Greater Glasgow and Clyde 31/05/2023*

Dear delphinusen49

I am sorry to read of your mum experience within 5A and I am pleased you have brought this to our attention. I apologise for the delay in responding to your feedback, the Lead Nurse for your specific area is currently off in leave, however Jill Leckie (Lead Nurse - Medicine) would be more than happy to speak to you regarding your complaint, and work with the ward to improve all aspects of care.

Please contact

Jill Leckie – Lead Nurse

Jill.leckie@ggc.scot.nhs.uk

0141 451 8476

Thanks and kind regards

Sharon Parrott

CSM - Medicine

## Lack of aftercare following wife's operation

1139918

*browseeree45 a relative 20/11/2023*

285 views

My wife had her small toe removed as it was infected she is type 1 diabetes recently. I couldn't stay, they did the op on local anaesthetic, my wife was sent home that night.

There has been no contact regarding her dressing changed and to check for infection. I'm absolutely fuming, it's been 5 days and no contact.

*Would recommend? (Friends and family test): Neither likely nor unlikely*

**Sharon Parrott** Clinical Service Manager NHS Greater Glasgow and Clyde 21/11/2023

Thank you getting in touch and sharing your concerns, I am sorry for your wife's experience.

In order for us to look into your concerns further, we would require more detail. Please can you make contact with Victoria Cannon (Medicine - Lead Nurse) on 01414513935 who will look into the care plan and support any questions you both have.

Thanks and kind regards

Sharon Parrott

Clinical Service Manager - Medicine

## Diabetes ward

1184823

*Thewaffle a service user 09/04/2024*

320 views

All the staff were really lovely, but unfortunately not a single one of them knew my pronouns. I was constantly treated as a woman despite being a trans man. If they had checked my notes they would have seen the M marker.

*Would recommend? (Friends and family test): Likely*

**Sharon Parrott** Clinical Service Manager NHS Greater Glasgow and Clyde 09/04/2024

Thank you for taking the time to share your feedback. Firstly, I am pleased to hear that all the staff were lovely. However, I would like to apologise for the use of the incorrect pronoun and for the upset this caused. This will be highlighted to all staff that work in the QEUH Diabetic wards to ensure they use the correct pronouns and to avoid this happening again.

Thank you for bringing this to our attention.

Take Care

Sharon Parrott

Clinical Service Manager - Medical Specialities

**Thewaffle**

Thank you. I appreciate that.

## My Dad's care journey

1259344

*bravofe87 a relative* 19/09/2024

585 views

Following a 6-week urinary infection treated with multiple antibiotics having had no face to face GP appointment and no diabetic annual check for 4yrs, my dad's health declined rapidly

Due to a public holiday we called NHS24 111. The swift triage had dad seen by paramedics and admitted to QEUH Resus and informed us he had urinary sepsis uncontrolled diabetes and was very unwell.

He was treated effectively and efficiently and with great care at every stage.

He was taken to ARU1, huge thanks to Dr. Fatima & team who were reassuring to us all in those first 24hrs.

This acute period meant he went from diet controlled diabetes to insulin sliding scale & moved to 5B.

Here he was cared for 3 weeks & the team were amazing. Dad had his favourites, but especially HCSW Paul. June, diabetic nurse support, taught the family new skills. Jill, advanced nurse practitioner, gave advice regarding how this acute sepsis etc gave Dad moderate heart failure.

The delay in care package meant that Dad luckily was in 5b when he unfortunately he had a heart attack a few days before potential discharge. Swift care attention from 5b yet again.

He was moved to 6c for telemetry and monitoring. The moves during this time were quite stressful for dad. He would worry and be anxious.

However in 6c Sn Connie & HCSW Lynn were just wonderful and incredibly supportive to us all.

Thank you to Emma in Occupational therapy for arranging the equipment for home.

Care package set up in community delayed his discharge twice. Staff mentioned this was a regular issue. However staff wanted to ensure it was in place to support my dad mum and family.

Once this was sorted he was moved to medical day unit for 2 nights due to slight delay in medication etc. Many thanks to Sn Angela for sorting everything.

After 5weeks he came home via hospital transport another swift smooth service. District nurses and carers all in place and working well. This support means dad and family have support in place to help Dad continue his journey back to independence. So very thankful and grateful to NHS 24 to paramedics, to all the staff in Resus ARU1, 5b, 6c, Medical Day Unit, hospital transport. Outstanding at every stage, the care attention he received and the support given to the family cannot be faulted. We are so appreciative and thank everyone so much for hard work and dedication. So many names to remember but you know who you are. Dad is doing very well 3 weeks at home recuperating and improving every day.

**Marie Austin** *Lead Nurse* NHS Greater Glasgow and Clyde 19/09/2024

Dear bravofe87

Thank you for taking the time to share your Dad's journey of care and experience. These insights demonstrate the high quality care received across all the services. I will share this feedback with Dr Fatima and the team in ARU1. I am pleased to hear that your Dad is doing well now at home and recuperating. The expression of your gratitude will mean a lot to the team.

Kind regards

Marie Austin

Lead Nurse

Acute Receiving

**Karen MacKay** *Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024*

Thank you for taking the time to share your Dads story during his recent admission to QEUH.

It is always helpful to receive feedback whether positive or negative so that changes and improvements in care can be made when required.

Although it sounds as if it has been a really worrying time for your family, it is reassuring to hear that your dad's health seems to be improving and he is now recovering well at home.

Please be assured I will pass on your gratitude to the nursing managers in the various departments you have mentioned in your post, including one of the areas I manage - Medical day unit.

Thank you again for your kindness.

**Mark Hannan** *Head of Corporate Affairs and Engagement Scottish Ambulance Service 19/09/2024*

Hi bravofe87,

I see my colleagues from NHS GG&C have come back in response to your kind words about your dad's care throughout his NHS journey.

I just wanted to thank you for your compliments in relation to our staff from the Scottish Ambulance Service. It is very much appreciated.

I'm so pleased to hear your dad is on the mend and improving every day. That's brilliant news.

Please pass on our best wishes to him.

Thanks,

Mark

**Karen McGuire** *Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024*

Hi bravofe87

Thank you for sharing your dad's journey with us, your feedback is very helpful to ensure we continue to deliver good quality care to all of our patients. I will pass on your kind comments to SN Connie and HCSW Lynn in 6C who were especially supportive to your dad and your family at what must have been a very stressful part of your dad's stay in hospital. The team will be delighted to hear about his progress.

I am so pleased to hear your dad is recuperating well at home and please pass on my best wishes for his continued recovery.

Many thanks

Karen

**Lynsey O'Dwyer** *Interim Senior Nurse East Renfrewshire HSCP 24/09/2024*

Dear bravofe87

My name is Lynsey O'Dwyer and I am the Clinical Team for the District Nursing Service in East Renfrewshire Health and Social Care Partnership.

Thank you for taking the time to give feedback and share your experience of your Dads' care. I am delighted to hear that the District Nurses are supporting your Dad at home, promoting his recovery and return to independence.

I will ensure the East Renfrewshire District Nursing team get your feedback. I wish your Dad well with his recovery.

My best Wishes

Lynsey O'Dwyer

**Karen Hughes** *Senior Charge Nurse NHS Greater Glasgow and Clyde 25/09/2024*

Dear bravofe87,

thank you so much for taking the time to submit such a positive care opinion. I am delighted your dad is continuing to improve at home, that sounded an extremely stressful time for all of you. I will pass on your lovely comments to our staff, especially the resus team. They will be delighted to hear how well your dad has recovered.

please pass on our best wishes to him,

with kind regards,

Karen

## Compassion?

**320917***Monty python a relative* 21/10/2016

1,230 views

My husband had been in poor health in the last few years. He had long term depression for which he took medication. 2 years ago he was diagnosed with Alzheimer's / Dementia.

He also had diabetes 2 for a lot of years.

Last year he had a bad fall at home and had a double fracture in his hip.

He had lost a lot of weight since his fall and about 6 months ago his appetite declined. He had been on medication for diarrhea and a couple of months ago he became jaundiced.

The doctor advised him to go to hospital to have it checked.

He had scans and was diagnosed with Pancreatic Cancer. I was told by 2 doctors that he might only have as little as 3 days to live. He was given a procedure to have a stent put in to alleviate the bile as he was starting to be sick.

He was in one of those lovely single rooms and was terrified of being there. I was there every day and even asked if I could stay over as he was seeing all different nurses and doctors. One of the nights after visiting, my daughter and I sat together and phoned him. He answered and as he did we could hear this nurse saying here is your cup of tea, you have cancer and a tumour on your pancreas so there in a horrible voice. We were so shocked at what this nurse was saying and the way that it was said. I phoned to speak to the nurse who said I believe in telling it like it is.

What a way to treat a patient who has just been told they were terminally ill. The poor soul was terrified in his last few weeks on this earth.

I felt that in that dept they only see a body not the total person. He even had 4 falls having tried to go to the loo on his own.

I was able to have him at home with palliative care. Even the bed that we had at home for the 10 days broke one morning as he was 6'2 and the bed was only 6' long. He had to lie on the mattress on the floor for about 5 hours but looked so comfortable.

6 weeks was the time from diagnosis till death.

I know because of what was happening to him he was terrified and possibly was a bit aggressive due to his usual meds either not being taken or given or even spat out.

I am upset because I was married to him for nearly 40 years and his last few weeks must have been unbearable for him.

Where is the compassion?

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
01/11/2016

Dear Monty Python

Firstly may I extend my sincere condolences to you and your family on the loss of your husband. This must be a very difficult time for you and your family.

I can only imagine how difficult the last 2 years have been for you and your husband.

I am sorry for the care that your husband received in the last few weeks of his life, this is not acceptable. Every patient deserves to be treated with dignity, respect and compassion and clearly what you have described here is the opposite of that. I am also sorry for the way that you were spoken to, family members should also be treated with respect and compassion at all times. This is not the standard of care that we strive to provide to our patients and their families, especially palliative care patients.

I would like to be able to look into this further and come back to you addressing what you have described here. Could you please email me at [Nicole.McInally@ggc.scot.nhs.uk](mailto:Nicole.McInally@ggc.scot.nhs.uk) with some personal details?

My thoughts are with you and your family.

Nicole

**Nicole McInally** *Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde*  
08/11/2016

Dear Monty Python

Thank you very much for contacting me with the additional information.

Please also be assured that your post on patient opinion will be included in a monthly report which is shared with the hospital's Senior Management Team. They use the feedback they get to improve our services and the care we provide and the experience you have shared here will also be used in this way.

Please accept my heartfelt sympathies on the loss of your husband.

Kind Regards

Nicole

## Referral was not made for 6 months, despite being told otherwise

1210738

Jjohn157 the patient 30/05/2024

244 views

4 years of gastro problems and being passed pillar to post, no one knows what's going on.

Finally spoke to a Gastro surgeon in January whom advised they'd speak with the Gastro specialists to get me on medication to stop these episodes, and come up with a plan to keep my symptoms at bay. The surgeon said they needed to refer me first to get an appointment. All fine.

5 months later, my symptoms are worsening, lasting longer, and all round I am deteriorating. I phone the surgeon's secretary over the course of a few weeks, without a single call being returned. One day I phone and manage to get through, they advise I should be contacting the Gastro Specialists instead, and provided me with a number. All fine.

I call the Gastro specialist's secretary, whom advised the referral was only passed over to their team on that day, 5 months after I was told the referral was made. So I have been suffering for 5 months whilst my referral sat on somebody's desk waiting to get passed on.

Not to mention that I am type 1 diabetic, and suffer with depression and anxiety, all of which have been extremely effected by the gastro problems. This has driven me to try to end my life on multiple occasions due to the way the symptoms leave me.

I feel disheartened, exhausted and simply apprehensive of the NHS ability to refer me correctly despite the severity of the situation. Having worked for the NHS previously, I am so disappointed something this serious has been missed, and my suffering has been prolonged because of someone's inability to do their job.

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
03/06/2024

Dear JJohn157

Thank you for getting in touch via Care Opinion. I am sorry to hear that you have been passed from pillar to post and for the additional suffering and distress this has caused. You have mentioned how this is impacting on your mental health, if you need urgent help you can call NHS 24 Mental Health Services on 111. If you just need to talk with someone, then the following organisations can help: Samaritans - 116 123 (freephone) [[www.samaritans.org](http://www.samaritans.org)](http://) or Breathing Space - 0800 83 85 87 (freephone). [[www.breathingspace.scot](http://www.breathingspace.scot)](http://)

As Care Opinion is anonymous, can you please contact my colleague, Mhairi McGuigan, (Business Manager) with your personal details including your date of birth? Can you please telephone Mhairi on 0141 201 6350.

We can then provide you with a more detailed response.

Thank you

Nicole

Jjohn157

The number provided just rings out when I tried to call, can you provide me with an email instead?

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
04/06/2024

Morning

Can you please email Mhairi @ [[Mhairi.mcguigan@ggc.scot.nhs.uk](mailto:Mhairi.mcguigan@ggc.scot.nhs.uk)](http://)

Thank you

Nicole



## What a team!

270901

*Parents2015 a parent/guardian 15/01/2016*

634 views

Our son had turned 2 on the day he was admitted to QEUG, the new hospital in Glasgow, in Dec. We discovered he has type 1 diabetes. We must say everyone was wonderful and the service was outstanding.

Staff were caring and respectful and also understanding of the impact of the sudden diagnosis of such life-changing long-term condition on the family. They were quick to offer support. We met many fabulous members of the team but remembered Stuart in A&E, Dr Chen and Dr Gallagher on ward 2c at the new Yorkhill Hospital for Sick Children and, of course, Jane the dietician and Nicola the specialist nurse who spent most of the time with us. They taught us how to measure the blood sugar, count the carbs and calculate and inject insulin. The team went out to teach the nursery staff and our nanny to do the same. After discharge, they phoned us few time to make sure everything is alright. Only one suggestion to perhaps consider using insulin pens in A&E? Our son will not remember but we wondered if the tiny pen needles would do the same job, it will be better, especially for older children. The caring attitude of all members of staff we met made all the difference and helped us immensely to adjust to the new reality. We later met Dr Robertson and were reassured the control is good and he answered all our questions in a caring and professional manner.

This is a service to be really proud of and we felt we cannot be in better hands. We will always remember that the staff knew it's our son's birthday and he even got a lovely present from the team on the day!

*Would recommend? (Friends and family test): Extremely likely*

**Lorna Fairlie** *Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde 21/01/2016*

Dear Parents 2015

Thank you for taking the time to provide feedback on the recent care your son has received. Your story highlights how important the way in which we provide care is, as this has clearly helped your family during what would have been a very stressful time.

I will ensure your kinds words are passed on to the service, especially to those that you have mentioned by name. They will also be pleased to hear that you feel the care they provided to you and your son has helped.

I hope that your son is doing well.

Best wishes

Lorna

## So understanding and knowledgeable

1270826

*BDavid the patient 11/10/2024*

132 views

I am type 1 diabetic and had been vomiting. I was asked by GP to attend IAU. The department was so busy and staff were rushed off their feet but they were amazing.

There was such a lovely nurse who I believe was called Carol Anne, nothing was too much bother and she sourced a trolley so I could lie down when I was waiting. The doctor, Hamish, who reviewed me was so understanding and knowledgeable of diabetes and understood how it affects me personally. He listened to what I was saying and managed to get me home without an admission to the ward. He was honestly brilliant.

I know how challenging it must be working in such a busy department when some people maybe aren't too grateful but I just wanted to say thank you so much to both Carol Anne and Hamish. They really made me feel better and so grateful for the NHS. A million thank yous. You are both amazing.

**Kevin Torbet** *Admin Assistant NHSGGC 21/10/2024*

Dear BDavid

Thank you so much for sharing your heartfelt feedback following your visit to the IAU. We're so pleased to hear that, despite how busy the department was, the care and attention you received from both Carol Anne and Dr Hamish made such a positive difference to your experience.

It's incredibly important to us that patients feel listened to and well cared for, especially when managing complex conditions like Type 1 diabetes. Your kind words about Carol Anne's compassion and Dr Hamish's understanding and expertise will be passed on to them, and I'm sure they'll be thrilled to know they had such an impact on your care.

Our staff work hard under often challenging circumstances, and hearing feedback like yours is incredibly rewarding. Thank you for your gratitude and for taking the time to recognise the team.

Kind regards

Kevin

## Intensive Care Unit (ICU)

1 story

### Hard work, patience and understanding

1176565

*Roz371 a service user 22/03/2024*

329 views

Late last year I had a riding accident where I hit the ground head first from about 9ft off the ground at about 12mhp, the consequence of which was a chronic subdural haematoma, which became apparent at the beginning of February. I was admitted for surgery to drain it, and was discharged home three days later.

Complications - believed to be a resurgence of the haematoma and an infection - saw me admitted back to hospital and transferred back to neurosurgery.

I then suffered from ketoacidosis as the result of my diabetes medications and woke up in intensive care owing repeated draining of the haematoma.

I was transferred after 4 days in ICU to ward 66 and have to say that all of the nursing staff have been absolutely fantastic and have had relevant members of other teams come and assist me. One nurse even took my laundry home to do for me (I am away from family and friends) as after almost 3 weeks I was desperate.

I cannot praise the staff here highly enough for their hard work, patience and understanding. I am due to go home.

**Elaine Burt** *Chief Nurse NHSGGC 22/03/2024*

Dear Roz371,

Thank you very much for taking the time to post a response about the care you received in ICU and ward 66 following your accident and subsequent complications. This must have been a worrying time for you and I am pleased to hear of the great care and support you received from the nursing teams.

I will pass on your appreciation to them and would like to wish you well with your continued recovery as you prepare for going home. Thank you again for sharing this feedback with us, I know the staff will be pleased to hear this.

Take care and kind regards,

Elaine Burt

Chief Nurse

Regional Services

## Maternity care

3 stories

## Labour and delivery of my first baby!

**836467**

*GMcP a service user 01/04/2021*

713 views

I had my little girl in the Queen Elizabeth Univeristy Hospital in Glasgow in February and wanted to take the time to thank some of the staff who looked after me during my labour and delivery, as well as in the post natal ward.

I arrived on the afternoon before and went to maternity assessment. The midwife who looked after me was fantastic! After examination I was told I was 3cm dilated and my husband could come and join me as I'd be moving to the labour ward shortly. The pain at this point was pretty intense already and the midwife was incredible at helping me manage my contractions and keeping me as calm as possible.

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901625

*caelumhz57 the patient* 10/12/2021

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On ward 47 all staff were amazing especially the midwives Angela and Bethany. I want to thank all the staff who were involved in my care from the beginning of my pregnancy to the birth of my baby and beyond. I felt so supported and the care I received was excellent. I feel so lucky to have received such amazing care and support. Thank you!

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1274135

*courage89* a service user 18/10/2024

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*Would recommend? (Friends and family test): Extremely likely*

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## Maternity care (Ward 47)

1 story

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## My Dad's care journey

1259344

*bravofe87* a relative 19/09/2024

585 views

Following a 6-week urinary infection treated with multiple antibiotics having had no face to face GP appointment and no diabetic annual check for 4yrs, my dad's health declined rapidly

Due to a public holiday we called NHS24 111. The swift triage had dad seen by paramedics and admitted to QUEH Resus and informed us he had urinary sepsis uncontrolled diabetes and was very unwell.

He was treated effectively and efficiently and with great care at every stage.

He was taken to ARU1, huge thanks to Dr. Fatima & team who were reassuring to us all in those first 24hrs.

This acute period meant he went from diet controlled diabetes to insulin sliding scale & moved to 5B.

Here he was cared for 3 weeks & the team were amazing. Dad had his favourites, but especially HCSW Paul. June, diabetic nurse support, taught the family new skills. Jill, advanced nurse practitioner, gave advice regarding how this acute sepsis etc gave Dad moderate heart failure.

The delay in care package meant that Dad luckily was in 5b when he unfortunately he had a heart attack a few days before potential discharge. Swift care attention from 5b yet again.

He was moved to 6c for telemetry and monitoring. The moves during this time were quite stressful for dad. He would worry and be anxious.

However in 6c Sn Connie & HCSW Lynn were just wonderful and incredibly supportive to us all.

Thank you to Emma in Occupational therapy for arranging the equipment for home.

Care package set up in community delayed his discharge twice. Staff mentioned this was a regular issue. However staff wanted to ensure it was in place to support my dad mum and family.

Once this was sorted he was moved to medical day unit for 2 nights due to slight delay in medication etc. Many thanks to Sn Angela for sorting everything.

After 5weeks he came home via hospital transport another swift smooth service. District nurses and carers all in place and working well. This support means dad and family have support in place to help Dad continue his journey back to independence. So very thankful and grateful to NHS 24 to paramedics, to all the staff in Resus ARU1, 5b, 6c, Medical Day Unit, hospital transport. Outstanding at every stage, the care attention he received and the support given to the family cannot be faulted. We are so appreciative and thank everyone so much for hard work and dedication. So many names to remember but you know who you are. Dad is doing very well 3 weeks at home recuperating and improving every day.

**Marie Austin** Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024

Dear bravofe87

Thank you for taking the time to share your Dad's journey of care and experience. These insights demonstrate the high quality care received across all the services. I will share this feedback with Dr Fatima and the team in ARU1. I am pleased to hear that your Dad is doing well now at home and recuperating. The expression of your gratitude will mean a lot to the team.

Kind regards

Marie Austin

Lead Nurse

Acute Receiving

**Karen MacKay** Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024

Thank you for taking the time to share your Dads story during his recent admission to QEUH.

It is always helpful to receive feedback whether positive or negative so that changes and improvements in care can be made when required.

Although it sounds as if it has been a really worrying time for your family, it is reassuring to hear that your dad's health seems to be improving and he is now recovering well at home.

Please be assured I will pass on your gratitude to the nursing managers in the various departments you have mentioned in your post, including one of the areas I manage - Medical day unit.

Thank you again for your kindness.

**Mark Hannan** *Head of Corporate Affairs and Engagement Scottish Ambulance Service 19/09/2024*

Hi bravofe87,

I see my colleagues from NHS GG&C have come back in response to your kind words about your dad's care throughout his NHS journey.

I just wanted to thank you for your compliments in relation to our staff from the Scottish Ambulance Service. It is very much appreciated.

I'm so pleased to hear your dad is on the mend and improving every day. That's brilliant news.

Please pass on our best wishes to him.

Thanks,

Mark

**Karen McGuire** *Lead Nurse NHS Greater Glasgow and Clyde 19/09/2024*

Hi bravofe87

Thank you for sharing your dad's journey with us, your feedback is very helpful to ensure we continue to deliver good quality care to all of our patients. I will pass on your kind comments to SN Connie and HCSW Lynn in 6C who were especially supportive to your dad and your family at what must have been a very stressful part of your dad's stay in hospital. The team will be delighted to hear about his progress.

I am so pleased to hear your dad is recuperating well at home and please pass on my best wishes for his continued recovery.

Many thanks

Karen

**Lynsey O'Dwyer** *Interim Senior Nurse East Renfrewshire HSCP 24/09/2024*

Dear bravofe87

My name is Lynsey O'Dwyer and I am the Clinical Team for the District Nursing Service in East Renfrewshire Health and Social Care Partnership.

Thank you for taking the time to give feedback and share your experience of your Dads' care. I am delighted to hear that the District Nurses are supporting your Dad at home, promoting his recovery and return to independence.

I will ensure the East Renfrewshire District Nursing team get your feedback. I wish your Dad well with his recovery.

My best Wishes

Lynsey O'Dwyer

**Karen Hughes** *Senior Charge Nurse NHS Greater Glasgow and Clyde 25/09/2024*

Dear bravofe87,

thank you so much for taking the time to submit such a positive care opinion. I am delighted your dad is continuing to improve at home, that sounded an extremely stressful time for all of you. I will pass on your lovely comments to our staff, especially the resus team. They will be delighted to hear how well your dad has recovered.

please pass on our best wishes to him,

with kind regards,

Karen

## Medical High Dependency Unit (MHDU)

1 story

### My daughter's care

979825

*Detroit@1 a parent/guardian 30/09/2022*

681 views

My daughter was rushed into Resus with DKA. She was extremely unwell on admission.

The swift action of all nurses and doctors ensured a quick diagnosis and subsequent treatment.

She was later transferred to HDU, where she received excellent care after a shock diagnosis of Type 1 Diabetes.

Our family would like to thank all staff who were involved in her care, especially Lyndsay, Kirsty, Dr Mo and Nicola in Ward 5A.

She is now under the care of the diabetic team in Gartnavel, where she has met Alison and Christine, who will continue to provide her with the care and expertise she will require to help her adjust to this life changing condition.

Thank you

**Kevin Torbet** Admin Assistant NHS GGC 05/10/2022

Dear Detroit@1

Thank you for taking the time to leave us such lovely feedback in regards to your experience of attending the A&E, HDU and Ward 5A of the Queen Elizabeth University Hospital with your daughter.

I was sorry to hear your daughter had to be admitted to the hospital after becoming extremely unwell. This must have been a very worrying time for you and your family.

It was however wonderful to hear how all the staff have made you both feel welcomed and comfortable while she has been in for her diagnosis.

I'm glad she is being provided with great care and expertise by the staff and they are helping her adjust to this life changing condition.

I will be sure to pass on your thanks to all the staff involved who I'm sure will be delighted to hear you have both had such a pleasant experience.

Kind regards

Kevin

## Hard work, patience and understanding

1176565

Roz371 a service user 22/03/2024

329 views

Late last year I had a riding accident where I hit the ground head first from about 9ft off the ground at about 12mhp, the consequence of which was a chronic subdural haematoma, which became apparent at the beginning of February. I was admitted for surgery to drain it, and was discharged home three days later.

Complications - believed to be a resurgence of the haematoma and an infection - saw me admitted back to hospital and transferred back to neurosurgery.

I then suffered from ketoacidosis as the result of my diabetes medications and woke up in intensive care owing repeated draining of the haematoma.

I was transferred after 4 days in ICU to ward 66 and have to say that all of the nursing staff have been absolutely fantastic and have had relevant members of other teams come and assist me. One nurse even took my laundry home to do for me (I am away from family and friends) as after almost 3 weeks I was desperate.

I cannot praise the staff here highly enough for their hard work, patience and understanding. I am due to go home.

**Elaine Burt** Chief Nurse NHS GGC 22/03/2024

Dear Roz371,

Thank you very much for taking the time to post a response about the care you received in ICU and ward 66 following your accident and subsequent complications. This must have been a worrying time for you and I am pleased to hear of the great care and support you received from the nursing teams.

I will pass on your appreciation to them and would like to wish you well with your continued recovery as you prepare for going home. Thank you again for sharing this feedback with us, I know the staff will be pleased to hear this.

Take care and kind regards,

Elaine Burt

Chief Nurse

Regional Services

## Mismanagement of medication

1121667

*controllerqt64 a carer* 16/10/2023

424 views

My mother went into hospital for a basic hip operation and almost died as a result of what we felt was clear medication mismanagement. She was also unable to communicate due to staff losing hearing aids and was basically left to wither away to almost nothing.

Staff did not pick up on the fact that her diabetes had been mismanaged that caused a condition called diabetic ketoacidosis which is extremely dangerous and almost killed her. She lost all control of her body and became almost non compos mentis. Staff did not listen to mine and my families concerns or appear to take them seriously. She could not lift an arm, feed herself, drink fluids and could not communicate her needs due being ill from the medication error and almost dying.

Myself and my family also had to deal with the death of my brother in the time this happened and were left emotionally traumatised by everything that had happened and my mother has now lost her will to live and go on.

I have not been able to tell my mother of the death of her son as she is still not fit enough to receive this news and the news that the funeral has been and gone.. She is currently 7 week post op and can't start physiotherapy due to being too weak from the mistreatment she received while in the QEUH ward 10c.

There is too much to write in this section of the form regarding certain things that happened and certain things that should have happened but didn't. The care certainly was not person centred and feel as if my mother was treated as if she was unimportant and just another number in their book.

Staff were taking her food away despite family requesting she needed support. She lost so much weight from the medication error but this was shrugged off. One nurse was cheeky when we asked a question regarding my mothers care. Physio were seen physically lifting her and shoving her even although she didn't have the strength to lift her head or could hear what they were saying. the list seems endless.

Personal belongings went missing including digital hearing aids that were vital for communication. when she was moved to a different hospital, her personal blister pack medication and pain relief meds, along with personal items went missing with no explanation. The whole family feels extremely angry as to the lack of empathy and compassion, the lack of accountability, the lack of attention paid to my mother's need. She became so ill and could not advocate for herself and staff assumed she was confused was non-cooperative.

My mother and our family not only have had to deal with this situation but we have had to deal with the emotions of losing a brother as this happened as well. It has been a very traumatic experience and now my mother who was an independent lady living in her own home, feels like she does not want to go on and has lost her will to live.

There are not enough words in this section to express everything that needs to be expressed. I feel a sense of sadness, anger, confusion, hurting, guilt and many more emotions that come along with losing a brother while watching my mother almost die.

*Would recommend? (Friends and family test): Extremely unlikely*

**Daniel Johnson** Clinical Services Manager NHS Greater Glasgow and Clyde 16/10/2023

Dear controllerqt64

I am incredibly sorry to hear of your mother's experience as an inpatient within the Orthopaedic department and sorry for the loss of your brother.

We take complaints very seriously and will investigate these concerns. However, from the information you have provided us we are unable to progress this, the service requires more detail about your mother. We would welcome you to get in contact with the service via the Greater Glasgow & Clyde complaints department who will take more information from you regarding your mother to allow the Orthopaedic service to look into this for you. Then we will be able to give you a detailed response that I hope will provide you with some further clarification on your mother's time within Orthopaedics. Please email [complaints@ggc.scot.nhs.uk](mailto:complaints@ggc.scot.nhs.uk) and we can then begin looking into this for you.

Many thanks,

Dan Johnson,

Clinical Service Manager - Trauma & Orthopaedics

## Outpatients

1 story

### Great job

967039

*GTT patient the patient* 18/08/2022

Gtt test at QEUH Glasgow. Lovely helpful staff, made me feel very comfortable and explained procedure well.

227 views

Allowed me to change my appointment time twice due to my own mistake and were very flexible and understanding with it.

Great job 👍

*Would recommend? (Friends and family test): Extremely likely*

**Kevin Torbet** Admin Assistant NHSGGC 19/08/2022

Dear GTT patient

Thank you for taking the time to post your experience of using the Outpatients Department of the Queen Elizabeth University Hospital on Care Opinion.

It was great to hear you were allowed the flexibility to change your appointment at short notice this must have been a relief to you.

I'm glad you found the staff to be helpful and understanding. It was also very encouraging to hear how the staff took the time to explain the procedure to you prior to your GTT test.

I'll be sure to pass on your thanks to the staff in the department who I'm sure will be delighted to hear you were happy with the service and care provided to you while under their care.

Kind regards

Kevin

## Quit your Way

1 story

## Quit your way (community)

1 story

### Stopping smoking

1352932

*cubees88 a service user* 02/05/2025

119 views

I've been smoking for 35 years and having type 1 diabetes, smoking wasn't good. I've been type 1 for 24 years, with all the support I've had and with some teething problems with chemist advisor soon sorted that out, can't thank her enough.

**Lisa Buck** *Health Improvement and Inequalities Manager NHS Greater Glasgow and Clyde* 12/05/2025

Good Morning Cubees88

Really happy to receive your feedback about our Quit Your Way stop smoking service. The advisors are committed to helping every client and have expert knowledge about what would help your quit journey be successful. I'm glad your advisor was able to help you to sort out the initial niggles with the pharmacy product, and that being smoke free is helping you to stay healthy as a person with diabetes.

I will pass your feedback on to the team and best wishes on your quit attempt

Lisa

**Royal Alexandra Hospital**

14 stories

**Community Maternity Unit**

3 stories

### Pregnancy & labour

758179

*MRCAR the patient* 16/04/2020

427 views

When the day came to do my 8weeks booking in check, I couldn't of been more nervous. My sister-in-law had told me what to expect. However I then met Stephanie, and what a relief, she explained all about the blue team and the best start programme,

how it had all changed, and she was going to be the ONE midwife I would see through the whole pregnancy. I instantly became relaxed, Stephanie was so nice and was so open to what my needs and wants were, even if didn't know at the time. The whole pregnancy I had questions that she answered with no problem. I then discovered I had gestational diabetes, which threw a spanner in the works, but, Stephanie being Stephanie fought hard for us as we wanted as natural a birth as possible, in the CMU. Fast forward to the end of January and we had a big baby, with a tiring mum. So in the end we opted to be induced, I thought it would be plain sailing, it wasn't.

My partner and I were in the hospital for three and a half days before we were taken to the labour suite. We both understood that there is a priority list, but it felt that we were being forgotten about. I kicked up, and asked for a section on the third day, to then be put off as 'baby and mum are doing fine'.

We were taken to the labour ward early hours of Saturday, I was hooked up to the drip and laboured for about 14hours and then I was told I was going for an emergency section, we weren't sure why, and still to this day don't, our daughter arrived shortly after that. We spent 5days in hospital, as there was a slight infection marker that was high. It's all a bit of a blur, but all the midwives were fantastic with us, putting my partner at ease as it all happened to fast. All in all I can't fault Stephanie, our midwife from the start (and someone I would hope to have as my midwife again). All the lovely midwife's we met between arriving and leaving including, Kelly, Lauren, Claire and all the midwives up in the wards. The CMU and the best start programme is something to be envious of, it gives continuity, which builds trust, and trust keeps people relaxed, and focused on the then and now, rather than trying to remember what was said last time, I can't fault it, and I hope that it stays with a possibility to be taken up by different health boards across Scotland.

**Rachel Pyle** *Patient Experience Project Manager NHS GGC* 17/04/2020

Hello MRCAR,

Firstly, congratulations on the birth of your little girl! I hope you're all doing very well.

Thank you for taking the time to share your feedback with us, it's much appreciated.

I'm glad to hear that Stephanie looked after you so well and that you found the Best Start programme to be a positive experience. I will pass your kind words on to Stephanie and the other midwives you have mentioned. I'm sure they will be delighted to hear them.

However, there are some aspects of your post which are concerning. We'd like to look into these further for you and it's important that you understand what happened during your birth. Could you please contact me with your name, date of birth and CHI number if possible? You can reach me on [Rachel.pyle@ggc.scot.nhs.uk](mailto:Rachel.pyle@ggc.scot.nhs.uk)

All the very best,

Rachel

## Hospital visit

*aquilanj57 the patient* 01/04/2021

Visited R.A.H for gestational diabetes test in March.

Was made to feel very welcome in a nice calm and relaxed atmosphere

**Angela Watt** *Lead Midwife NHS Greater Glasgow and Clyde* 01/04/2021

Dear aquilanj57

Thank you for taking the time to post this lovely feedback. I am delighted to hear of your positive experience whilst having your diabetes test and I will share this with the staff.

Best wishes

Angela Duffy

Lead Midwife Clyde

836469

256 views

## Diabetes testing whilst pregnant

*whiskeyqj83 a service user* 01/04/2021

Taken right away and made to feel comfortable and at ease from the get go. Happen to have been in with a friend so it helped make my waiting time easier. All covid guidelines were followed and felt safe.

**Angela Watt** *Lead Midwife NHS Greater Glasgow and Clyde* 01/04/2021

Dear whiskeyqj87

Thank you for your lovely feedback about your experience while having your diabetes test at RAH. I am delighted to hear of your positive experience and that you felt safe which will reassure many other pregnant women who have appointments coming up. I will share your feedback with the staff and know they too will appreciate you taking the time to feedback.

Best wishes

Angela Duffy

Lead Midwife Clyde

*whiskeyqj83*

836471

270 views



Your very welcome Angela special mention to Patricia please who was dealing with me on that day. Gave me lots of information on what would be happening and what would happen afterwards and was great at chatting and seeing if we needed water throughout my time there. Thank you:)

## Diabetes service

3 stories

### I could not have coped without the service and specialist support given.

1049498

*casingmq66 a service user* 03/04/2023

After I was diagnosed with pancreatitis during a short hospital stay via A+E (around April 2021) I was put on insulin.

186 views

Following discharge Kathy (diabetes specialist nurse) contacted me. Immediately she put me at ease with this new and sudden change. Kathy explained, in easy terms, how the insulin would work and how to manage my diet. Ever since then she has guided me through the process of being on insulin as the amount of medicine varied.

Kathy has a calm and reassuring nature, also a great sense of humour. I have greatly valued her guidance which has given me the confidence to manage my diabetes. This has been important as I have COPD and permanent fatigue which affects my diabetes.

The care provided by Kathy continues to be greatly appreciated as I could not have coped without the service and specialist support given.

**Kevin Torbet** Admin Assistant NHSGGC 12/04/2023

**\*\*Posted on behalf of Shirley Stratton, Lead for Integrated Diabetes Services\*\***

Dear casingmq66

Thank you for taking the time to share your experience with us and for passing on your appreciation for your diabetes care.

Supporting our patients is always our aim and I am pleased to hear that we achieved this for you.

Our team and in particular Kathy will be delighted to receive your lovely feedback and I will ensure it is shared.

I would like to wish you well with your ongoing health journey.

Kind Regards

Shirley Stratton

Lead for Integrated Diabetes Services

### Gave me the confidence to make the right food choices

1139967

*Huassain the patient* 23/11/2023

I am diabetic and was confused in what to eat. My GP is good; however, his knowledge of diabetes is limited. Since my heart attack, I have been very disciplined in my diet. However, after the incident, I became confused about what to eat, and I kind of lost hope as my GP was not very helpful. I received a call from Kathy, the diabetes specialist nurse, who booked me in to see her. I took along a list of all the foods that I ate. I was so relieved; Kathy put my mind at ease, and no question was too much for her. She explained the process and gave me the confidence to make the right food choices.

115 views

**Kevin Torbet** Admin Assistant NHSGGC 29/11/2023

Dear Huassain

Thank you for taking the time to leave us your feedback on Care Opinion.

I was pleased to hear Kathy from the Diabetes Service was able to offer some clarity on the foods you should and shouldn't be eating on a daily basis. This must have been a huge relief after the issues you faced with your GP.

I will be happy to pass on your thanks to Kathy and the team who I'm sure will be touched to receive such positive feedback.

Kind regards

Kevin

## Communication has been awful

1377049

*Lewis2016 a service user 14/07/2025*

90 views

The communication with the Diabetes centre has been absolutely awful.

Please consider changing channels of communication, leaving a voicemail for someone and not hearing back (still waiting) is shocking. Whenever they have contacted me, they've been abrupt and it's seemed like they can't be bothered.

An email should be accessible for patients to email in regarding any concerns or questions.

*Would recommend? (Friends and family test): Unlikely*

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
17/07/2025

Dear Lewis2016

Thank you for taking the time to share your feedback. I'm sorry to hear about the difficulties you've experienced in trying to contact the Diabetes Clinic. I can appreciate how frustrating and disheartening it must be to leave messages and not receive a response, especially when you're trying to manage a long-term condition.

Good communication is a vital part of patient care, and I'm sorry that your experience has fallen short of what we would expect. I will ensure this feedback is shared with the senior staff responsible for the Diabetic Clinic.

You've raised a very valid point about the need for more accessible options, such as email, for patients to raise concerns or ask questions. I will pass this suggestion on as part of your feedback.

If you would like to discuss this further can you please contact Fiona Barrie, Clinical Services Manager? You can contact Fiona on 07816531052 or via email @ fiona.barrie@nhs.scot

Thank you

Nicole

## I feel as if I have been forgotten about

1358151

S69 the patient 21/05/2025

176 views

I saw an Endocrinologist in June 2024 and was referred for a test. After about four months I enquired about waiting time and was told it was non urgent and would need to wait.

I contacted the relevant department and was told on several occasions the referral had not been made. It eventually took me ten months to get a test that could have been done in a month due to the consultant's error.

In January I was supposed to have the test, but due to the winter crisis the test could not be performed so I just had a fasting one done. This test showed I had a fasting glucose level above seven so the nurse brought me back the next day to repeat and again this one was above seven. Any fasting glucose tests above seven indicate diabetes, but I have not heard from the consultant.

I feel as if I have been forgotten about. I wanted the problem sorted before I went on holiday to get rid of my symptoms but this is not going to happen now. I would like the communication from the department to be better and for them not to forget they have patients with problems.

*Would recommend? (Friends and family test): Neither likely nor unlikely*

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
27/05/2025

Dear S69

Thank you for taking the time to share your experience. We sincerely regret the delays and miscommunication you have faced regarding your referral and test. We appreciate how frustrating this situation has been for you, especially given its impact on your health and well-being. Please accept our sincere apologies.

If you would like to discuss this further, can you please contact my colleague, Fiona Barrie, (Clinical Service Manager, Emergency Care and Medical Specialties). You can contact Fiona on 07816531052 or via email @ fiona.barrie@nhs.scot

Kind Regards

Nicole

S69

I wanted to post an update to what was happening. I contacted your colleague and the Consultant was supposed to send me a letter out explaining why I dont have Diabetes even though NHSGGC have printed guidelines which state any fasting glucose test over 7 is a diagnosis of diabetes along with Diabetes uk and the WHO. This was over three weeks ago and no letter and if im honest I dont think there will be a letter. I have contacted a private Endocrinologist who has told me that he will repeat the fasting blood test and if the results are over 7 like the previous three then I have Diabetes.

S69

Obviously as nobody has responded I feel have been left with no choice but to seek a private opinion and I will be lodging a formal complaint,

**Nicole McInally** Patient Experience and Public Involvement Project Manager NHS Greater Glasgow and Clyde  
08/07/2025

Dear S69

I am sorry to hear that you feel let down and that no one has responded to your concerns, which has led you to feel you have no choice but to seek a private opinion and lodge a formal complaint.

You can contact our Complaints Team @ [ggc.complaints@nhs.scot](mailto:ggc.complaints@nhs.scot). It may be helpful to include the link to your Care Opinion: <https://www.careopinion.org.uk/1358151#1376033>

Thank you

Nicole

## Gastroenterology

1 story

### Covid-19 care

768993

*homamhx55 a relative* 21/05/2020

417 views

My dad was admitted to hospital with sickness (gastroenteritis) due to his diabetes, he was on the mend and was in a room with 2 confirmed positive coronavirus patients even though he was a high risk patient. About a week later my dad also tested positive for coronavirus.

Five days after he tested positive he was sent home (he lives alone) not knowing if or when he'll be tested again. When sending him home they asked my sister who stays with my two elderly grandparents and 10 year old sister to take him home! Which would of potentially put her at risk. I am left very upset and disappointed at the care my dad received whilst in this hospital.

**Linda Russell** *Business Manager NHS GGC* 21/05/2020

I am so sorry to hear that your Dad has been so unwell, this must have been a very worrying time for you and your family. I am also sorry for the added distress you have been caused after your Dad was discharged home.

We would really like to discuss the significant concerns you have raised in more detail with you and if you think this would be helpful, please feel free to call me on 0141 314 6891 or by email on [\[linda.russell2@ggc.scot.nhs.uk\]](mailto:linda.russell2@ggc.scot.nhs.uk)(mailto:linda.russell2@ggc.scot.nhs.uk).

With all best wishes,

Linda

## General Medicine (Wards 8, 10, 11, 14, 18 & 27)

1 story

### Problem with diabetic department communication

165069

*waterloo the patient* 25/06/2014

779 views

I have been telephoning the Diabetic Department at the Vale Of Leven hospital for nearly a week now but still no joy at getting through I then managed to speak with someone and was told there is no cover currently at the vale due to the regular DSN being on long term sick and that I should call Paisley RAH to which I found the nurse very un helpful I then tried to see if I could get anyone at the vale and who ever has changed the answer machine is very abrupt and I would suggest better information be put n this answer machine so patients no who to call, the department needs cover if there is no one there as the department in paisley do not know what they are dealing with and also better communication also

**Paul Cannon** *Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS* 03/07/2014

Dear Waterloo

Thank you for taking the time and trouble to provide your feedback.

Your comments have been passed on to the relevant service manager for their review.

We will revert to you with further details should those be provided to us.

Kind Regards

## General Surgery (wards 19, 20, 24, 26 & 29)

1 story

### unable to eat without vomiting, left for 8 weeks with little treatment and no cause

119677

leeannegee65 a friend 11/11/2013

764 views

So my partner and I found out we were expecting a baby, we couldn't really celebrate the exciting news because my partner had been unwell for few days and still was unwell, everything he ate, he brought back up within 20mins, fruit, fish, meat and I'm a chef myself so I arranged his diet, was a good healthy diet, so it got on top of him one night and we went to a&e.

They took some blood, and he was diagnosed with diabetes, still unsure which one it is though, so we went to speak to a diet expert, and they assumed that his sugar levels and ketone levels were the cause of the vomiting! He was sent home with some medication and told to keep testing his levels, 2 weeks after, still unable to eat a thing back in a&e were they did a liver scan to find he had fatty liver disease.

He was admitted to hospital to be placed on a drip as he was very unwell and had no energy, they suspected gallstones but maybe a stomach ulcer, a scope was arranged - being told he would be sedated before he didn't panic, but when it came to the scope they didn't intend to sedate him and he panicked, so they were unable to do the scope and three days later there was talk about a different kind of test, a stool sample, but he couldn't as he had diarrhoea, he was in a total of 9 days and nothing productive was done! He was then discharged with more tablets and to wait for 8 weeks and come off the tablets for a stool sample - he is still unable to eat without vomiting and the doctors say more test but we are due our baby in 5 months so we feel that the hospital have done nothing but hope for the best and now we have a baby due and he had no energy, sleeps most of the day and the doctor attitude is well we can't force him to eat! We will be going to the southern general hospital in the hope they can be more help full than the royal Alexander hospital in Paisley! !

**Paul Cannon** Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS 12/12/2013

Dear Leeannegee65

Thank you for taking the time to provide your feedback.

I will ensure that your comments are passed to those involved.

Once again thank you for using Patient Opinion.

Kind Regards

Paul

**Paul Cannon** Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS 12/12/2013

Dear Leeannegee65

Further to my earlier response, I would be grateful if you could make direct contact with our Ms Rebecca Reid, Clinical Services Manager on 0141 314 7344 who will be happy to discuss your concerns. Alternatively she can be contacted at Rebecca.Reid2@ggc.scot.nhs.uk.

Regards

Paul

## Glucose Tolerance Test

836084

*decemberwm88 a service user* 30/03/2021

Arrived at the hospital for a GTT to check for gestational diabetes. Really well organised and lovely, kind staff. &nbsp;

185 views

**Angela Watt** *Lead Midwife NHS Greater Glasgow and Clyde* 01/04/2021

Dear decemberwm88

Thank you for your post and I am delighted to hear of your positive experience whilst having your GTT at RAH. I will ensure to share this with the staff.

Best wishes

Angela Duffy

Lead Midwife Clyde

## In the hospital longer than needed

1148517

*tigermr77 the patient* 20/12/2023

From the beginning of my stay in hospital with a planned c section going ahead, it went from bad to worse throughout my stay.

321 views

First eve before I came in for the section I had seen 3 different groups of people, from my consultant, to the pre op team to the woman whom I signed the consent form with, no one told me I was to stop the injections I was having so I could go ahead with surgery for what was classed as a high risk pregnancy throughout the 9 months. Being told it wouldn't happen that day, to be told it would, then that would go back and forth for a few hours before I was told that yeah I can actually go ahead with surgery due to my baby's heartbeat being now irregular.

The surgery itself went smoothly and I was back on a ward with my baby at 9:30pm after being in from 7:30am and fasting due to diabetes. But all is well I have my baby.

Fast forward to the afternoon the next day told I had to change ward, was to walk up to the overspill ward, where there is no mechanical beds after just coming out of surgery. I have been left to care for myself and my baby without as so much as a bed with a handrail to help me manoeuvre in and out of bed, the only offer was more pillows for my back and swollen legs and feet, this wouldn't be so much of an issue if the other people I'm sharing a room with also had the same bed as I, but they both had mechanical beds.

Onto the care received, reaching a grand total of almost 10 times my baby had to get his heels pricked for jaundice due to some staff leaving the blue light on while collecting and another doctor saying that shouldn't happen as that makes the blood clot. Why isn't this common knowledge for them?

I've also had conflicting answers when asking for advice on my son's medical condition with never a straight answer. All in all I didn't have a pleasant stay while delivering my child and it's supposed to be one of the happiest days of your life. The NHS is known to be understaffed but looks to me like with mistakes made and neglect on wards, they drive people like me to be in hospital longer than needed. I could have been out at least a full day and a half earlier. For me then not be needing a bed, to not need medication, and ultimately putting more strain on the nurses who are on ward.

Staff were also chatting incessantly at the desks with the lights on throughout the night, so the little sleep I could have got was interrupted by light and constant noise.

*Would recommend? (Friends and family test): Extremely unlikely*

**Laura Flynn** *Lead Midwife Clyde NHS Greater Glasgow and Clyde* 21/12/2023

Hi tigermr77

Congratulations on your birth and thank you for taking the time to give feedback on Care Opinion. I am sorry to hear this has been your experience at the RAH during your stay. Please see my details below, if you wish to contact me personally I can look into your stay in more detail.

Kindest Regards,

Laura Flynn

Interim Lead Midwife Clyde

Laura.flynn@ggc.scot.nhs.uk

## Maternity care (Ward 31)

2 stories

### Pregnancy & labour

758179

*MRCAR the patient* 16/04/2020

427 views

When the day came to do my 8weeks booking in check, I couldn't of been more nervous. My sister-in-law had told me what to expect. However I then met Stephanie, and what a relief, she explained all about the blue team and the best start programme,

how it had all changed, and she was going to be the ONE midwife I would see through the whole pregnancy. I instantly became relaxed, Stephanie was so nice and was so open to what my needs and wants were, even if didn't know at the time. The whole pregnancy I had questions that she answered with no problem. I then discovered I had gestational diabetes, which threw a spanner in the works, but, Stephanie being Stephanie fought hard for us as we wanted as natural a birth as possible, in the CMU. Fast forward to the end of January and we had a big baby, with a tiring mum. So in the end we opted to be induced, I thought it would be plain sailing, it wasn't.

My partner and I were in the hospital for three and a half days before we were taken to the labour suite. We both understood that there is a priority list, but it felt that we were being forgotten about. I kicked up, and asked for a section on the third day, to then be put off as 'baby and mum are doing fine'.

We were taken to the labour ward early hours of Saturday, I was hooked up to the drip and laboured for about 14hours and then I was told I was going for an emergency section, we weren't sure why, and still to this day don't, our daughter arrived shortly after that. We spent 5days in hospital, as there was a slight infection marker that was high. It's all a bit of a blur, but all the midwives were fantastic with us, putting my partner at ease as it all happened to fast. All in all I can't fault Stephanie, our midwife from the start (and someone I would hope to have as my midwife again). All the lovely midwife's we met between arriving and leaving including, Kelly, Lauren, Claire and all the midwives up in the wards. The CMU and the best start programme is something to be envious of, it gives continuity, which builds trust, and trust keeps people relaxed, and focused on the then and now, rather than trying to remember what was said last time, I can't fault it, and I hope that it stays with a possibility to be taken up by different health boards across Scotland.

**Rachel Pyle** Patient Experience Project Manager NHSGGC 17/04/2020

Hello MRCAR,

Firstly, congratulations on the birth of your little girl! I hope you're all doing very well.

Thank you for taking the time to share your feedback with us, it's much appreciated.

I'm glad to hear that Stephanie looked after you so well and that you found the Best Start programme to be a positive experience. I will pass your kind words on to Stephanie and the other midwives you have mentioned. I'm sure they will be delighted to hear them.

However, there are some aspects of your post which are concerning. We'd like to look into these further for you and it's important that you understand what happened during your birth. Could you please contact me with your name, date of birth and CHI number if possible? You can reach me on [Rachel.pyle@ggc.scot.nhs.uk](mailto:Rachel.pyle@ggc.scot.nhs.uk)

All the very best,

Rachel

The care around the birth of our 1st baby girl

**1063076**



From quite early on in the pregnancy, things got a little complicated. This was potentially the only time we might have been able to have a baby due to complications with my health, but was something both of us wanted very much, so it was very exciting when we found out. But through a joyful time, we faced many hurdles. Extremely bad morning sickness, scans having to be repeated every time, being told baby was on the big side and all the other hurdles, made it difficult, but we were both determined not to let that get the best of us. We went for growth scans and more than several trips to triage. By the time we got to the first baby class we felt like pros, normal pregnancy, we knew so much from spending hours upon hours in hospital during this journey, this didn't apply. Then it came to class two, when birthing gets complete. This week Kylie from maternity at the Royal Alexandra in Paisley gave us so much confidence and information that we really felt relevant. She didn't sit down and give us school scripted lessons, it was a case of her asking what we wanted to know and then moulding the class around those in the room telling her what they all wanted to learn. This was fantastic because we got so many things answered and the reassurance my partner felt was amazing. She was adamant no epidural and feared a section, but with baby on the big side and no diabetic symptoms surfacing, this case really put her at ease. When it came time for baby to come, so much of what Kylie had shared during the short hour and a half had not only real world value, but gave my partner so much confidence to get through many things she never thought she could. From the explanation of the epidural, going into this class this was a massive no for my partner. However, 90 minutes later, what Kylie had done by explaining the process in the way she did meant she was now open to this if it was necessary. This was very similar for many other topics that came up, including a section.

Then about two weeks before the due date, we had our last growth scan and the doctors made the call to get us booked in earlier to get the ball rolling due to size of baby. Everything that the doctor explained had already been put to bed by Kylie during class. This meant my partner wasn't as scared to go for the sweep and induction. Unfortunately our little angle caused some drama as her heart rate was high, meaning the process couldn't happen, and this led to a repeat appointment after being checked out in triage for the following Monday, where the same happened again. So this time my partner was kept in and at the start of this week we didn't know how big a week it was going to be. Not only did the induction take the full 3 hours to work, as most common, then after nearly 24 hours, they decided baby was stuck and it was time for a section. In between this, the epidural was placed and then failed, something that would have terrified my partner prior to this. This was because of Kylie, not just her knowledge but how she made it seem so easy due to her calming nature. After baby got here it turned out her head was back to front and she was very low down. This led to my partner having to go from a local to a general, all after an epidural and miss the first few hours of our gorgeous girls life. The doctors, nurses, midwife's, anaesthetist and everyone else did an absolutely amazing job looking after someone who I care very deeply about, and getting her back to me safely through surgery of 4 hours. We were able to share that special moment we could have had much sooner if things had gone smoother.

Now to anyone reading this and thinking, I'm never going to have a baby, stop because my partner really hates hospitals. When we met, she would faint at the sight of needles because of past events and she certainly would have never been able to endure all that, in her head anyway. Despite what we all think in our heads, things always seem more scary when there is unknown variables so all the help, support, advice even just chats with everyone involved in the midwifery departments from Midwife's, nurses, doctors, anaesthetists they all helped in so many ways. Without their patience and understanding things would have been much much more difficult for myself and my partner.

This circles me back round to the inspiration behind this review and that is Kylie. She did something I never thought possible and helped calm my partner without even realising she was. Her passion for what she does is so very clear, her attention to detail outstanding and her excellence in what she does flowing naturally as she goes about her many tasks of helping, (and I genuinely mean helping, family's, mums, dads, sisters, brothers) through for what is, for some, a very very scary experience. Without her help, and the help of so many others in such a fantastic department our journey could have been very different.

So thank you guys, because we can now take our little girl home knowing how amazing each and every one of you are. I genuinely say every word of this review with the upmost truth without exaggeration or bias.

Well done Paisley Maternity Unit

All the best

*Would recommend? (Friends and family test): Extremely likely*

**Angela Watt** *Lead Midwife NHS Greater Glasgow and Clyde 11/05/2023*

Dear magpiemf73

I would really like to thank you for getting in touch and sharing your story. I can tell you have both had such a challenging journey to get to this point and I am so happy that despite all those complications you have a healthy partner and baby daughter. It is truly heart warming to read of the impact that Kylie's antenatal education had on you and your partner. I think this demonstrates the importance and benefits of taking a person centred approach to care and antenatal education. Kylie has been responsive to the individual needs and preferences of the class and this in turn has enabled you both to feel safe and supported and equipped. I will share your feedback with Kylie and the team and will thank Kylie myself for the fantastic care she has provided, we are so lucky to have her in our team.

Congratulations on the birth of your daughter I hope you are all recovering well and enjoying these precious early days.

Best wishes

Angela Watt

Lead Midwife Clyde

**Maternity Day Care**

1 story

The care around the birth of our 1st baby girl

**1063076**

*magpiemf73 a relative* 11/05/2023

354 views

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Well done Paisley Maternity Unit

All the best

**Angela Watt** *Lead Midwife* NHS Greater Glasgow and Clyde 11/05/2023

Dear magpiemf73

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Congratulations on the birth of your daughter I hope you are all recovering well and enjoying these precious early days.

Best wishes

Angela Watt

Lead Midwife Clyde

### Trauma & orthopaedics (wards 21-23)

1 story

## Great Care By Nursing,medical and Theatre Staff at RAH Paisley

99476

*waterloo the patient* 13/06/2013

1,262 views

I was in for an operation on my foot in the Royal Alexandria Hospital in Paisley, the Nursing staff in ward 29 were so friendly and their attitude was very polite and they helped me in every way they could, also the doctors who attended before my operation were very considerate due to my diabetes and haemophilia. Moving on to the theatre staff I could not fault the staff in any way at all very friendly and talkative and reassured me in what I would have had done and the outcome the anaesthetist nurse were so nice, I could not fault the hospital and the care I received in any way as they went out there way to help me in all aspects of my stay

**Paul Cannon** *Head of Administration, Acute Services Division* Greater Glasgow & Clyde NHS 14/06/2013

Thank you for taking the time and trouble to write with your very positive feedback.

It is greatly appreciated by staff when patients write to us in this way, and I am sure they will be delighted to read your very kind and thoughtful comments.

Once again thank you, and I hope you have an uneventful and speedy recovery from your operation.

Paul

### Royal Hospital for Children (Glasgow)

5 stories

### 23 Hour Unit ( Ward 1A)

1 story

## Type one diabetes and operation

998296

*pilingstm86 a parent/guardian* 17/11/2022

228 views

None of the staff appeared to know what to do with my step daughter who has type one diabetes and was in for an operation to have a scope to check to see if she also has Coeliac disease. None of the staff on ward 1AB seemed to have knowledge with regards to her Diabetes and having an operation.

Her blood levels are still not correct and therefore she is having to have further time off school.

I feel with the number of children who have type one diabetes, there should always be a specialist in this area on the ward.

*Would recommend? (Friends and family test): Extremely unlikely*

**Mandy Meechan** *Chief Nurse Royal Hospital for Children* 18/11/2022

Dear pilingstm86,

I am very sorry to read about your daughters journey while attending our day surgery unit to have a scope, and the situation regarding her requiring further time of school due to her blood levels not being correct, we are sorry this was not a more positive experience and we hope she is getting better.

Although we have training for staff, I have spoken with the nursing team of the ward and the team have advised they will liaise with the Diabetic Clinical Nurse Specialist to attend an education session to give staff an update on children with diabetes and their management, with particular reference relating to pre and post surgery management.

Kind Regards

Mandy

**pilingstm86**

Thank you for responding. Thank you for addressing my issues. Should she have to attend again, I hope her next experience will be a lot better than this time around.

### Acute Receiving Unit (Ward 2c)

1 story

## Exceptional care from a nurse

914672

*Pipers\_Mum a parent/guardian 09/02/2022*

492 views

In the RHSC Glasgow my daughter was looked after by a nurse named Gordon. She was admitted via emergency in a critical condition and ended up in ward 2c. Gordon was allocated to my daughter and the care he provided was utterly exceptional. Such a kind, caring and highly knowledgeable individual who created a special bond with my girl. I witnessed him provide the same level of care to each patient in our bed bay also. He has a wonderful upbeat attitude and brings a smile to everyone's face who has the pleasure of being his patient. I also witnessed him teaching the student nurses and he was very patient and appeared to be a fantastic teacher.

Gordon made sure that everyone felt they were important and nothing was too much for him no matter how big or small. He never showed any weariness or any sort of annoyance no matter how busy or in demand he was.

I will never forget the support that we received from Gordon.

*Would recommend? (Friends and family test): Don't know*

**Lewis Doult** Senior Charge Nurse NHS Greater Glasgow and Clyde 09/02/2022

Hi Pipers\_Mum,

I am sorry to hear that your daughter was unwell and as a result was admitted to ward 2C. That must have been a worrying time for you and your daughter and I hope she is doing ok now you have been discharged.

I want to thank you for taking the time to give us this lovely feedback about Gordon. I am really pleased he provided such excellent care to your daughter during your stay and I have passed on your lovely feedback along with the thanks from me and the senior management team for his work with you and your daughter.

## Listened to and supported by this fantastic team

911484

*Wee fee a parent/guardian 26/01/2022*

232 views

I was having a few issues with my pre-teen type 1 diabetic child.

I emailed the diabetes team and received a prompt reply and got given an appointment to come up for review. We were reviewed by the nurse and also the dietician.

I truly valued both their input as they listened to my concerns whilst also addressing my child and treating them with respect and empathy at all times.

I felt listened to and supported by this fantastic team.

Moir, Lynn and Janie are a credit to the paediatric diabetes team and I'm grateful for their support!

*Would recommend? (Friends and family test): Extremely likely*

**Coral McGowan** Patient Services Manager NHS Greater Glasgow and Clyde 26/01/2022

Hi Wee Fee,

Thanks so much for taking the time to get in touch with us to tell us about the support and care provided to you and your child by our paediatric diabetes service.

We sincerely empathise with your child. Having a chronic condition at such a young age is often overwhelming for a young person. We don't underestimate the challenges on your own resilience in ensuring your child receives the best care and support, not only from you but also from your clinical team.

We are so thankful for your recognition of Moira, Lynn and Janie. Our Senior Management Team will ensure they see your post as well as take this opportunity to pass on their own thanks.

Please accept our sincere best wishes for both you and your child

Take care

Coral

## Staff were kind and helpful

1270507

*cycloneee76 a parent/guardian 11/10/2024*

175 views

My daughter got diagnosed with type 1 diabetes at age 13, and from the GP to the hospital admittance, staff were great, kind and helpful.

**Kevin Torbet** Admin Assistant NHSGGC 21/10/2024

Dear cycloneee76

Thank you for taking the time to share your experience following your daughter's diagnosis of Type 1 diabetes. We understand how challenging a new diagnosis can be, especially at a young age, so we are heartened to hear that the care and support you received from both the GP and hospital teams was helpful and compassionate.

Your kind words will be passed on to the staff involved in your daughter's care. Knowing that their efforts have made a difference during such an important time will mean a great deal to them.

Kind regards

Kevin

## My daughters type 1 diabetes

789633

*Wee fee a parent/guardian 28/09/2020*

561 views

My then 9 year old daughter was diagnosed with type 1 diabetes last May. It was a total shock and out the blue.

The diabetic team at the Royal hospital for Children were amazing.

Every single one that we came into contact with has been amazing.

They taught us very quickly and very efficiently how to deal with this horrid disease that would be lifelong.

From the dieticians to nurse specialists they were all amazing, exceptionally good at their job, not just with their fountain of knowledge but also their care and compassion.

My daughter is now stopping her five daily injections and going on to a insulin pump.

This in turn meant more training and knowledge building. This was done by the diabetic specialist nurse Lynne who was fantastic at explaining this and demonstrating this new piece of technology to us and our daughter.

I felt overwhelmed with all this new info and piece of kit, Lynne helped to keep us calm and alleviate our fears whilst teaching us.

The diabetic specialist nurses are all amazing and I thank them all from the bottom of my heart.

**Coral McGowan** *Patient Services Manager NHS Greater Glasgow and Clyde 01/10/2020*

Dear Wee Fee,

Thank you so much for sharing the story of your daughter and how she has coped so well with her Diabetes diagnosis, thanks to the support of our team.

It is always heart-warming to hear that our Clinical Team has delivered an excellent service and I know the staff in particular will be very please to receive your feedback.

I hope your daughter gets on well with her insulin pump and we wish you both all the very best for the future.

Kind regards

Coral

**Di King** *Lead Nurse (Clinical Nurse Specialists) Royal Hospital for Children 02/10/2020*

Dear Wee fee

Thank you for comments. Your feedback of the support and understanding at the time of diagnosis for your daughter will mean so much to the Team.

I will ensure that your comments are passed onto the Team. Good luck with the Insulin pump.

Kind regards

Diane



## Diabetic meds

**90960**

*whisky110 the patient* 27/03/2013

536 views

Had my diabetic meds changed last week to single daily (slow release) Gliclazide tablet. Have noticed they are only 30mg, whereas my previous daily dose was 80mg per tablet and twice daily. Is this right? I'm still supposed to be on the same 2x80mg dose but in the one tablet according to consultant at RAH?

*Would recommend? (Friends and family test): Likely*

**Bernadette Arthur** Practice Manager Barony Practice 27/03/2013

Dear Whiskey110,

Thank -you for your post. Unfortunately we do not know your name so are unable to comment on this for you without checking your medical records. If you contact the practice and leave your details and the query regarding your medication we will respond to right away.

Thanks again.

Mrs B Arthur

## The Princess Royal Maternity Unit

3 stories

### Gyn Ward and Outpatient Clinics

1 story

## I get conflicting advice - it's quite disconcerting

**1216492**

*melonyq93 the patient* 12/06/2024

406 views

Everyone we have met is really friendly. There is a lovely atmosphere at the PRM. Staff are really reassuring. I'm in the high risk category. We're very grateful to have been so closely monitored throughout the pregnancy and to have access to such a wide range of services from the PRM. I've had multiple clinic appointments, early pregnancy assessment visits, maternity assessment visits and ward admissions so far. Also accessing psychology, physiotherapy and diabetics teams at the PRM.

The provision of BSL interpreters requires development. My partner is deaf. For all clinic and ultrasound appointments and emergency admissions and ward rounds we request an interpreter to be available. This has been provided for all clinics and ultrasounds. However they are only booked for an hour. My clinic visits always last between 2-3 hours. As we first have the ultrasound then the midwife then the obstetrician then the endocrinologist. This has meant on numerous occasions the interpreter has had to leave mid-appointment for their next booking. At our last appointment a lovely midwife said she would ensure the interpreter is booked for two hours in the future.

Despite accessing maternity assessment three times and being admitted to the ante-natal ward and each time asking for an interpreter not once has an interpreter been provided here. Furthermore my psychologist put an alert on my file saying an interpreter should be provided. The midwife or health care assistant said they'll see what they can do and let us know but they don't seem to have followed up.

On our first visit to MA we were told it would take several hours for an interpreter to come and they hope to have me in and out in that time so asked if we're happy to proceed without an interpreter. Following this my psychologist then added to her alert saying an online interpreter should be used if an in person interpreter isn't available. On the second and third MA visit and ward admission no one got back to us regarding our request for an interpreter and also our request that if an in person interpreter isn't available can they use the online interpreter. When I try to follow up the request they just say they're looking into it.

When I was being discharged from the ward I said to the midwife I'm really worried about an interpreter being available when I'm in labour based on our current experiences. She said it's complicated and difficult to get an in person interpreter whereas using the online interpreters for foreign languages is much easier. I pointed out there is an online BSL interpreter service available, and that it's advertised on posters in the waiting room. My partner has a right to be included in the care and birth of his child. I also have the right to have my partner fully informed so he can support me. The hospital not meeting these needs is causing additional stress and anxiety for me and my partner.

Despite it being in my notes that I should see the same midwife due to the complexity and nature of my health I've seen a different midwife every time and a different obstetrician almost every time.

We request that the same interpreting agency is booked so that they can provide consistency of interpreter.

I get conflicting advice from obstetricians and midwives. At my 12week appointment my midwife told me the PRM offer a comprehensive inclusive service and have access to the specialists I see (including respiratory). When I later had an asthma attack, I was told by MA and my midwife that they don't do respiratory and I should go to A&E. At my 24week appointment the obstetrician told me I should come to MA if I'm having an asthma attack but the obstetrician at my 28week appointment told me I should go to A&E.

At all my appointments I've been asking about the impact of my asthma and its medications on the baby and about my asthma becoming brittle in pregnancy. Every time they haven't answered, saying they're not asthma specialists and I'll need to talk to my respiratory team. Despite my asthma only becoming bad in pregnancy which is when I was referred to respiratory on a 9month waiting list. I recently finally had a telephone with respiratory who told me obstetrics would be better placed to answer my questions. Despite me explaining obstetrics say they can't answer, stating its respiratory's responsibility. It's quite disconcerting as a patient to not have access to health care professionals who knows what to do regarding my health.

I've been asking to see the endocrinology team that specialise in obstetrics since 12week pregnant as I don't feel my endocrine condition is well controlled and it is affected my pregnancy and requires increased treatment in the third trimester. I was promised this would be in place before my third trimester, especially as I'm experiencing symptoms of poor endocrine control, yet this was not achieved until I was 29weeks pregnant. Plus at the appointment the consultant thought I was there to get a diagnosis of the condition I've already been diagnosed with, seemingly not having understood my notes properly. The consultant wasn't able to answer any of my questions and had to refer to the senior consultant. Thankfully at my next visit I saw the senior consultant.

At MA they wanted to test me for diabetes until I explained I'm diabetic. Again seemingly not having read my notes. Also EPAS told me I don't need to do anything about bleeding and cramps yet when I went to AAU for an asthma attack a couple of days later they said I need an ultrasound and a rhesus negative injection which I was now borderline of being in the timeframe for.

*Would recommend? (Friends and family test): Likely*

**Carol Fergusson** Senior Charge Midwife NHSGGC 12/06/2024

Dear melonyq93

Thank you for taking the time to give us feedback.

I am sorry that although staff were all very friendly and reassuring we did not meet your full needs and requirements with the provision of a BSL interpreter for all contacts which has caused you stress and anxiety.

I am also sorry that you got conflicting advice and support with your medical conditions.

For us to improve our service for our users can I ask that you contact by email Lead Midwife Tracy Orr on [tracy.orr@ggc.scot.nhs.uk](mailto:tracy.orr@ggc.scot.nhs.uk) who will investigate your concerns and give you feedback as we strive to give everyone the best possible care and experience.

Thank you

Carol Fergusson

Senior Charge Midwife

**Gynaecology**

1 story

**My sisters cancer journey**

**844924**

*Scotcmac* a relative 21/05/2021

Last year around April I contacted my gp regarding frequent bouts of diarrhoea my sister was having. The receptionist refused to make an appointment for her and told me to use loperamide. This continued and eventually we were given a sample pot to use. It came back negative but dial onto yes sporadically. We went for her diabetes check at which point I mentioned the problem again and they realised she had lost a considerable amount of weight in a short time period.

Again we sent of FOC samples. The GP referred to gastroenterology who said to give a low dose loperamide as sample was clear. We went back again, the GP said gastro were going to do a virtual appointment. No appointment materialised.

GP went back to them and we finally got a face to face appointment. As soon as gastro doctor touched her he could feel a growth in her abdomen and arranged for a scan. Scan showed ovarian cancer and in January we were given an appointment with gynaecologist at Monklands.

At the beginning of March she had a radical hysterectomy removing ovaries, uterus, Fallopian tubes, omentum and peritoneum. While in hospital at Glasgow royal she recovered well from the surgery however she was having problems urinating and a catheter was placed. I believe this was attempted several times, we were informed of this by one of the nurses. I was concerned that fluids were not being pushed.

My sister is 71 and learning disabled. I had taken bottles of water in for her and asked that they made sure she drank them and told them that she would need to be encouraged. She also ate very little during her stay and was not encouraged to eat. She came home and all was well. We met with the oncologist at the Beatson and chemotherapy was arranged.

The first chemo went off without a hitch. On the morning of her second chemo ( which was booked in at 3pm) 3 weeks later we received a call first thing in the morning to tell us she should have been in Gartnavel for a PICC placement. We had received no previous notification of this appointment.

We rushed to the unit where the staff fitted her in. She had her PICC placed and we went to leave the hospital. I then received a call from the Beatson asking where she was as she was due to have had her chemo at that morning. Again we had not been informed of this change. She had her second chemo and we prepared to leave until I realised she had not been given her medication.

No one had brought it to us and were happy for us to leave without it. On the Sunday following her chemo she developed a temperature and I called the Beatson. They organised an ambulance to take her to Wishaw General where she was admitted via A&E. Here she saw several nurses including ANPs and had a cannula inserted in her hand. I repeatedly told them she had a PICC line inserted. The doctor made a brief examination and asked for swabs Then proceeded to ask me about what my thoughts were should things escape and she needed ITU. This seemed to be the doctor's main area of concern.

Eventually she was admitted to the MAU. By this time around 5 hours had passed. I believe the policy for high risk patients with risk of sepsis is one hour from door to needle. I think she may have started her therapy around 7pm. While in the MAU on the Tuesday I took her to the toilet, she had diarrhoea due to the antibiotics. I did check with the nursing staff before I took her and they said it was ok. I noticed that her cleft was very red and sore. I cleaned her and applied baseline I had. When the nurse came into the room I told her about it and the nurse replied oh yeah the staff earlier said that. The nurse then came back 10 mins later with Cavalon barrier spray I also expressed concern that she was lying in bed and had been since she came in and told them she was mobile and I took her own walker in for her to use.

Her IV antibiotics were being run through another cannula in her sub cubical fossa. I had informed all staff I saw that she had a PICC line available. I notice bruising on her arm and realised the casually had not been correctly positioned or had moved and the IV was running into her tissue. I made staff aware that I had seen this. By this time she was on oral antibiotics I was then told her PICC had blocked and when I requested they get someone from oncology or IV team I was told the medics are dealing with it. I requested it was seen to ASAP as it was an infection risk if not working. She was finally discharged.

The Friday. On getting her home I gave her a shower and saw bruising on her buttocks, her bottom was still very red with broken skin which we think was her not being cleaned properly and also the transfer onto the bedpan.

So far in this journey I have met some amazing professionals who are very caring but sadly I have met many who are happy to tick boxes rather than really look at the patient and offer them basic care. Policies do not seem to be adhered to, nursing staff are so wrapped up in the technical that they forget basic nursing care.

I feel it is their job to ensure a patient eats and drinks ! I am saddened to write this, but as we are only a short way through this journey I felt it had to be raised. I am horrified to think what would be happening to my sister if she did not live with me and have me fighting her corner and that is not how it should be.

**Elaine Burt** *Chief Nurse NHSGGC 21/05/2021*

Dear Scotcmac

I am very sorry to hear of the issues raised in relation to the quality of care your sister received while attending the Beatson West of Scotland Cancer Centre.

I would be really keen to look into this further and would be grateful if you could contact me with your sister details. You can contact me on: 0141 301 7315.

Kind Regards

Elaine Burt

Chief Nurse

Regional Services

**Janice Miles** *Senior Nurse, Older People Services & Outpatient Services NHS Lanarkshire 21/05/2021*

Dear Scotcmac,

I am so sorry that your sister and yourself have had such a negative experience whilst in University Hospital Wishaw.

This is not the standard of care we strive to deliver.

I, as Acting Chief Nurse would be very keen to meet and discuss this with you so I can provide reassurance that should you require further care here you would feel confident that your sisters care needs would be met.

I would be much obliged if you would please contact our Patient Affairs Department on 01698 366558 so they can organise this meeting.

Kind regards

Janice

**Elaine Burt** *Chief Nurse NHSGGC 28/05/2021*

Dear Scotcmac,

I just wanted to follow up my earlier post where I'd suggested you get in touch with me so we can look more specifically into your sister's experience. Although I haven't heard back from you, I felt it was important to reassure you that we regularly review our feedback to look at the themes that are coming out of what people are telling us to help us focus on what we need to improve. We are committed to making sure that all of our patients and their families are given the opportunity to tell us what was good about their time in our care, as well as what we could do better.

Kind Regards

Elaine Burt

Chief Nurse Regional services

NHS Greater and Clyde

**Maternity care (wards 68, 72 & 73)**

2 stories



## Princess Royal Maternity Care

*piscsqb88 the patient* 27/01/2022

911825

2,166 views

I had just my pregnancy scans initially at PRM. After having a growth scan, I was diagnosed with Polyhydramnios (excess fluid) so my further pregnancy appointments were all with PRM. I found the waiting times for appointments so bad (2 hours average in the waiting room). My appointment letters always stated the appointment would be with a specific Doctor in Obstetrics, but I never met this person once. It was always someone else (different) every time. I have to say, upon the diagnosis I had very little support or advice from hospital staff and spent months worrying that something was wrong with my baby and that if I was to go into labour, the baby would be in danger. I read online about potential risks (cord prolapse, detached placenta, development problems in baby, stillbirth) rather than having these discussed. I wasn't given any information, not even a leaflet. All they did was book me for a diabetes GTT. A further scan and the GTT ended up being booked for 36 weeks (after having been diagnosed at 32 weeks) which felt too late.

I was encouraged to have an induction at 39 weeks due to the risks, and as the baby was measuring large in the scan (above 8lbs). My last growth scan was carried out by a member of staff and they sent me off without reassuring me or telling me the current fluid level.

My experience, when in the hospital for induction, was much better than for prenatal appointments. I had been given a leaflet on inductions at least, so I had some information in advance.

I had the gel inserted. I was in a lot of unbearable pain by 6 hours later and was examined and moved to the labour suite an hour after this, as I had reached 4-5cm. I gave birth a few hours later, so the induction definitely got things moving. Unfortunately, I had a retained placenta and postpartum haemorrhage so had to be rushed to theatre. All midwives and doctors were brilliant and I felt well cared for.

I was moved to the postnatal ward later that day. The staff that worked at the ward (72 or 73) were all really good. I did lack a bit of information on my situation however. I was unaware for days why I was still in hospital as each day passed. A couple of times, I came back from the toilet to find pills or an injection needle on my bedside table and was unsure initially what these were. I was shocked to suddenly have a doctor appear and tell me I needed further blood transfusions on day 4. It turns out I'd been kept in as my haemoglobin levels had been dropping everyday, but I wasn't really aware of this.

Unfortunately this had also delayed my milk supply - the midwives were very helpful though and provided me with a breast pump to express some milk and top up with formula. They also sent a lactation consultant to give me more advice on breastfeeding.

I don't remember most of the midwives names but I do remember one who set up my blood transfusions on the ward. She was really nice and I felt at ease with what was happening. This was because of her and other members of staff, including a student midwife, who also helped bring my dinner and feed and change my baby while I was having the transfusions and unable to do so myself. I was kept in hospital, with low levels of haemoglobin for an extra day, due to staff shortages (despite the blood being ready to go), which was frustrating but I know this wasn't the fault of the staff.

I was moved to another ward on my last night without any information as to why. The new ward left me in a smaller bay and with a curtain that wouldn't fully close next to the toilet so I had no privacy from anyone passing when sleeping, changing or pumping breast milk. Thankfully, I only had to endure a day in this area, as it also smelled bad when anyone had a poo in the toilets.

The main improvement I could recommend is better antenatal care. To actually see the consultant named on your appointment letter, being given information on any pregnancy conditions you have, not having to wait for 2 hours for every appointment and being better informed of appointments in advance - I had to call a number of times as appointment letters arrived after the appointment.

I would have also appreciated if someone came to talk me through my post birth issues that took me to theatre, while I was in the post natal ward. I got most of my information from reading the discharge letter for my GP, 5 days later.

*Would recommend? (Friends and family test): Likely*

**Elaine Drennan** *Lead Midwife NHS Greater Glasgow and Clyde* 28/01/2022

Dear piscesqb88

Thank you for taking the time to leave your feedback about the care you have received during your pregnancy, labour and postnatally. This is important to us so we can improve the quality and experience for women.

I was sorry to read about your overall experience within the antenatal clinic in particular long waiting times, lack of information and support and not being able to see the named consultant. This is not what we could want for women. Currently the Senior Charge Midwife (SCM) and her team are working on how the waiting time can be reduced and the flow through the clinic is improved whilst ensuring that all women receive the time required to meet their pregnancy needs.

When you attend for your appointment it was expected that you will see the clinician who is named within the letter. Our hospital clinics have a named consultant who are aligned to a postcode area and working alongside them are other experienced doctors and midwives who may see you during your pregnancy. This I will discuss with the SCM to explore how we can ensure that women have access to their consultant if requested.

I would have hoped that when you attended the clinic that time was spent talking over what was happening in your pregnancy to alleviate your worries and appropriate advice and support was provided. It is important that information and support is provided and will discuss this with the SCM to how we can improve the existing resources we have.

Appointment letters should be received prior to the appointment time and I am sorry this did not happen for you to provide enough notice. It would be expected that follow up appointments would be arranged at the time of your clinic visit and a letter sent to confirm. I will feed this back to our medical records department to explore how this can be improved.

I would be happy to discuss your experience further and can be contacted on 07816226267.

Thank you again for providing us with your feedback and I wish you and your family well.

Kind Regards

Elaine Drennan

Lead Midwife, Community & OPD

**Evelyn Frame** *Chief Midwife* NHS Greater Glasgow and Clyde 31/01/2022

We are  
preparing to  
make a change

Dear piscesqh88,

Firstly, can I say congratulations on the birth of your baby. I hope you are both doing well. Secondly, I would like to thank you for taking the time, as a busy new mum, to share your experience of having your baby at the PRM. We always strive to prioritise feedback from our women and use it as an opportunity to improve our standards and quality of care.

I sincerely apologise that you were not given the appropriate information, once your pregnancy complication was diagnosed and for the lack of continuity during the antenatal period. What you have described is an unsatisfactory experience, and not of the standard we strive to deliver.

It is encouraging to hear your experience of the induction process was good and thank you for describing the staff caring for you as 'brilliant'. Your postnatal period was obviously difficult and again I apologise for the lack of communication during that time. It would be normal practice to make sure you were fully debriefed following the complications you experienced after the birth of your baby.

I will take these issues forward to the relevant areas, but would be more than happy to explore your issues in greater detail, should you feel that this may be of benefit to you.

I have enclosed both my direct contact number and email address, and would be delighted to hear from you.

Best Wishes,

Tracy Orr

Title: Senior Charge Midwife, Labour ward, PRM

Contact No: 01412429817

Email: tracy.orr@ggc.scot.nhs.uk

**Elaine Drennan** *Lead Midwife NHS Greater Glasgow and Clyde 14/12/2022*

Dear piscesqb88

I hope that this finds you and your family well. I want to take the opportunity to let you know of the changes we have made to the outpatient clinic since you provided your feedback.

Together the staff and SCM have revised the organisation of the day to day running of the Maternity OPD clinic in ensuring that all women attending have the time to see the midwife and discuss their pregnancy and adequate time with the obstetrician for plans to be discussed. We have implemented that every woman attending will see the same midwife or the same buddy midwife at each visit to maintain continuity and provide consistent care in pregnancy.

With these changes we continue to strive to provide a service which improves and provides a good experience for all pregnant women in GGC.

May I take this opportunity to wish you and your family a merry Christmas and a happy new year.

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Elaine

Elaine Drennan

Lead Midwife Community & OPD

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## I get conflicting advice - it's quite disconcerting

*melonyq93 the patient 12/06/2024*

1216492

406 views

Everyone we have met is really friendly. There is a lovely atmosphere at the PRM. Staff are really reassuring. I'm in the high risk category. We're very grateful to have been so closely monitored throughout

the pregnancy and to have access to such a wide range of services from the PRM. I've had multiple clinic appointments, early pregnancy assessment visits, maternity assessment visits and ward admissions so far. Also accessing psychology, physiotherapy and diabetics teams at the PRM.

The provision of BSL interpreters requires development. My partner is deaf. For all clinic and ultrasound appointments and emergency admissions and ward rounds we request an interpreter to be available. This has been provided for all clinics and ultrasounds. However they are only booked for an hour. My clinic visits always last between 2-3 hours. As we first have the ultrasound then the midwife then the obstetrician then the endocrinologist. This has meant on numerous occasions the interpreter has had to leave mid-appointment for their next booking. At our last appointment a lovely midwife said she would ensure the interpreter is booked for two hours in the future.

Despite accessing maternity assessment three times and being admitted to the ante-natal ward and each time asking for an interpreter not once has an interpreter been provided here. Furthermore my psychologist put an alert on my file saying an interpreter should be provided. The midwife or health care assistant said they'll see what they can do and let us know but they don't seem to have followed up.

On our first visit to MA we were told it would take several hours for an interpreter to come and they hope to have me in and out in that time so asked if we're happy to proceed without an interpreter. Following this my psychologist then added to her alert saying an online interpreter should be used if an in person interpreter isn't available. On the second and third MA visit and ward admission no one got back to us regarding our request for an interpreter and also our request that if an in person interpreter isn't available can they use the online interpreter. When I try to follow up the request they just say they're looking into it.

When I was being discharged from the ward I said to the midwife I'm really worried about an interpreter being available when I'm in labour based on our current experiences. She said it's complicated and difficult to get an in person interpreter whereas using the online interpreters for foreign languages is much easier. I pointed out there is an online BSL interpreter service available, and that it's advertised on posters in the waiting room. My partner has a right to be included in the care and birth of his child. I also have the right to have my partner fully informed so he can support me. The hospital not meeting these needs is causing additional stress and anxiety for me and my partner.

Despite it being in my notes that I should see the same midwife due to the complexity and nature of my health I've seen a different midwife every time and a different obstetrician almost every time.

We request that the same interpreting agency is booked so that they can provide consistency of interpreter.

I get conflicting advice from obstetricians and midwives. At my 12week appointment my midwife told me the PRM offer a comprehensive inclusive service and have access to the specialists I see (including respiratory). When I later had an asthma attack, I was told by MA and my midwife that they don't do respiratory and I should go to A&E. At my 24week appointment the obstetrician told me I should come to MA if I'm having an asthma attack but the obstetrician at my 28week appointment told me I should go to A&E.

At all my appointments I've been asking about the impact of my asthma and its medications on the baby and about my asthma becoming brittle in pregnancy. Every time they haven't answered, saying they're not asthma specialists and I'll need to talk to my respiratory team. Despite my asthma only becoming bad in pregnancy which is when I was referred to respiratory on a 9month waiting list. I recently finally had a telephone with respiratory who told me obstetrics would be better placed to answer my questions. Despite me explaining obstetrics say they can't answer, stating its respiratory's responsibility. It's quite disconcerting as a patient to not have access to health care professionals who knows what to do regarding my health.

I've been asking to see the endocrinology team that specialise in obstetrics since 12week pregnant as I don't feel my endocrine condition is well controlled and it is affected my pregnancy and requires increased treatment in the third trimester. I was promised this would be in place before my third trimester, especially as I'm experiencing symptoms of poor endocrine control, yet this was not achieved until I was 29weeks pregnant. Plus at the appointment the consultant thought I was there to get a diagnosis of the condition I've already been diagnosed with, seemingly not having understood my notes properly. The consultant wasn't able to answer any of my questions and had to refer to the senior consultant. Thankfully at my next visit I saw the senior consultant.

At MA they wanted to test me for diabetes until I explained I'm diabetic. Again seemingly not having read my notes. Also EPAS told me I don't need to do anything about bleeding and cramps yet when I went to AAU for an asthma attack a couple of days later they said I need an ultrasound and a rhesus negative

injection which I was now borderline of being in the timeframe for.

*Would recommend? (Friends and family test): Likely*

**Carol Fergusson** Senior Charge Midwife NHSGGC 12/06/2024

Dear melonyq93

Thank you for taking the time to give us feedback.

I am sorry that although staff were all very friendly and reassuring we did not meet your full needs and requirements with the provision of a BSL interpreter for all contacts which has caused you stress and anxiety.

I am also sorry that you got conflicting advice and support with your medical conditions.

For us to improve our service for our users can I ask that you contact by email Lead Midwife Tracy Orr on [tracy.orr@ggc.scot.nhs.uk](mailto:tracy.orr@ggc.scot.nhs.uk) who will investigate your concerns and give you feedback as we strive to give everyone the best possible care and experience.

Thank you

Carol Fergusson

Senior Charge Midwife

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## Princess Royal Maternity Care

**911825**

*piscsqb88 the patient 27/01/2022*

2,166 views

I had just my pregnancy scans initially at PRM. After having a growth scan, I was diagnosed with Polyhydramnios (excess fluid) so my further pregnancy appointments were all with PRM. I found the waiting times for appointments so bad (2 hours average in the waiting room). My appointment letters always stated the appointment would be with a specific Doctor in Obstetrics, but I never met this person once. It was always someone else (different) every time. I have to say, upon the diagnosis I had very little support or advice from hospital staff and spent months worrying that something was wrong with my baby and that if I was to go into labour, the baby would be in danger. I read online about potential risks (cord prolapse, detached placenta, development problems in baby, stillbirth) rather than having these discussed. I wasn't given any information, not even a leaflet. All they did was book me for a diabetes GTT. A further scan and the GTT ended up being booked for 36 weeks (after having been diagnosed at 32 weeks) which felt too late.

I was encouraged to have an induction at 39 weeks due to the risks, and as the baby was measuring large in the scan (above 8lbs). My last growth scan was carried out by a member of staff and they sent me off without reassuring me or telling me the current fluid level.

My experience, when in the hospital for induction, was much better than for prenatal appointments. I had been given a leaflet on inductions at least, so I had some information in advance.

I had the gel inserted. I was in a lot of unbearable pain by 6 hours later and was examined and moved to the labour suite an hour after this, as I had reached 4-5cm. I gave birth a few hours later, so the induction definitely got things moving. Unfortunately, I had a retained placenta and postpartum haemorrhage so had to be rushed to theatre. All midwives and doctors were brilliant and I felt well cared for.

I was moved to the postnatal ward later that day. The staff that worked at the ward (72 or 73) were all really good. I did lack a bit of information on my situation however. I was unaware for days why I was still in hospital as each day passed. A couple of times, I came back from the toilet to find pills or an injection needle on my bedside table and was unsure initially what these were. I was shocked to suddenly have a doctor appear and tell me I needed further blood transfusions on day 4. It turns out I'd been kept in as my haemoglobin levels had been dropping everyday, but I wasn't really aware of this.

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## Maternity Outpatients

1 story

### I get conflicting advice - it's quite disconcerting

1216492

*melonyq93 the patient* 12/06/2024

Everyone we have met is really friendly. There is a lovely atmosphere at the PRM. Staff are really

406 views

reassuring. I'm in the high risk category. We're very grateful to have been so closely monitored throughout the pregnancy and to have access to such a wide range of services from the PRM. I've had multiple clinic appointments, early pregnancy assessment visits, maternity assessment visits and ward admissions so far. Also accessing psychology, physiotherapy and diabetics teams at the PRM.

The provision of BSL interpreters requires development. My partner is deaf. For all clinic and ultrasound appointments and emergency admissions and ward rounds we request an interpreter to be available. This has been provided for all clinics and ultrasounds. However they are only booked for an hour. My clinic visits always last between 2-3 hours. As we first have the ultrasound then the midwife then the obstetrician then the endocrinologist. This has meant on numerous occasions the interpreter has had to leave mid-appointment for their next booking. At our last appointment a lovely midwife said she would ensure the interpreter is booked for two hours in the future.

Despite accessing maternity assessment three times and being admitted to the ante-natal ward and each time asking for an interpreter not once has an interpreter been provided here. Furthermore my psychologist put an alert on my file saying an interpreter should be provided. The midwife or health care assistant said they'll see what they can do and let us know but they don't seem to have followed up.

On our first visit to MA we were told it would take several hours for an interpreter to come and they hope to have me in and out in that time so asked if we're happy to proceed without an interpreter. Following this my psychologist then added to her alert saying an online interpreter should be used if an in person interpreter isn't available. On the second and third MA visit and ward admission no one got back to us regarding our request for an interpreter and also our request that if an in person interpreter isn't available can they use the online interpreter. When I try to follow up the request they just say they're looking into it.

When I was being discharged from the ward I said to the midwife I'm really worried about an interpreter being available when I'm in labour based on our current experiences. She said it's complicated and difficult to get an in person interpreter whereas using the online interpreters for foreign languages is much easier. I pointed out there is an online BSL interpreter service available, and that it's advertised on posters in the waiting room. My partner has a right to be included in the care and birth of his child. I also have the right to have my partner fully informed so he can support me. The hospital not meeting these needs is causing additional stress and anxiety for me and my partner.

Despite it being in my notes that I should see the same midwife due to the complexity and nature of my health I've seen a different midwife every time and a different obstetrician almost every time.

We request that the same interpreting agency is booked so that they can provide consistency of interpreter.

I get conflicting advice from obstetricians and midwives. At my 12week appointment my midwife told me the PRM offer a comprehensive inclusive service and have access to the specialists I see (including respiratory). When I later had an asthma attack, I was told by MA and my midwife that they don't do respiratory and I should go to A&E. At my 24week appointment the obstetrician told me I should come to MA if I'm having an asthma attack but the obstetrician at my 28week appointment told me I should go to A&E.

At all my appointments I've been asking about the impact of my asthma and its medications on the baby and about my asthma becoming brittle in pregnancy. Every time they haven't answered, saying they're not asthma specialists and I'll need to talk to my respiratory team. Despite my asthma only becoming bad in pregnancy which is when I was referred to respiratory on a 9month waiting list. I recently finally had a telephone with respiratory who told me obstetrics would be better placed to answer my questions. Despite me explaining obstetrics say they can't answer, stating its respiratory's responsibility. It's quite disconcerting as a patient to not have access to health care professionals who knows what to do regarding my health.

I've been asking to see the endocrinology team that specialise in obstetrics since 12week pregnant as I don't feel my endocrine condition is well controlled and it is affected my pregnancy and requires increased treatment in the third trimester. I was promised this would be in place before my third trimester, especially as I'm experiencing symptoms of poor endocrine control, yet this was not achieved until I was 29weeks pregnant. Plus at the appointment the consultant thought I was there to get a diagnosis of the condition I've already been diagnosed with, seemingly not having understood my notes properly. The consultant wasn't able to answer any of my questions and had to refer to the senior consultant. Thankfully at my next visit I saw the senior consultant.

At MA they wanted to test me for diabetes until I explained I'm diabetic. Again seemingly not having read my notes. Also EPAS told me I don't need to do anything about bleeding and cramps yet when I went to



AAU for an asthma attack a couple of days later they said I need an ultrasound and a rhesus negative injection which I was now borderline of being in the timeframe for.

*Would recommend? (Friends and family test): Likely*

**Carol Fergusson** Senior Charge Midwife NHSGGC 12/06/2024

Dear melonyq93

Thank you for taking the time to give us feedback.

I am sorry that although staff were all very friendly and reassuring we did not meet your full needs and requirements with the provision of a BSL interpreter for all contacts which has caused you stress and anxiety.

I am also sorry that you got conflicting advice and support with your medical conditions.

For us to improve our service for our users can I ask that you contact by email Lead Midwife Tracy Orr on [tracy.orr@ggc.scot.nhs.uk](mailto:tracy.orr@ggc.scot.nhs.uk) who will investigate your concerns and give you feedback as we strive to give everyone the best possible care and experience.

Thank you

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## Pelvic Obstetric and Gynaecological Physiotherapy

1 story

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At MA they wanted to test me for diabetes until I explained I'm diabetic. Again seemingly not having read my notes. Also EPAS told me I don't need to do anything about bleeding and cramps yet when I went to AAU for an asthma attack a couple of days later they said I need an ultrasound and a rhesus negative injection which I was now borderline of being in the timeframe for.

*Would recommend? (Friends and family test): Likely*

**Carol Fergusson** Senior Charge Midwife NHSGGC 12/06/2024

Dear melonyq93

Thank you for taking the time to give us feedback.

I am sorry that although staff were all very friendly and reassuring we did not meet your full needs and requirements with the provision of a BSL interpreter for all contacts which has caused you stress and anxiety.

I am also sorry that you got conflicting advice and support with your medical conditions.

For us to improve our service for our users can I ask that you contact by email Lead Midwife Tracy Orr on [tracy.orr@ggc.scot.nhs.uk](mailto:tracy.orr@ggc.scot.nhs.uk) who will investigate your concerns and give you feedback as we strive to give everyone the best possible care and experience.

Thank you

Carol Fergusson

Senior Charge Midwife

**Special Needs in Pregnancy Team (SNIPS)**

1 story

I get conflicting advice - it's quite disconcerting

1216492

Everyone we have met is really friendly. There is a lovely atmosphere at the PRM. Staff are really reassuring. I'm in the high risk category. We're very grateful to have been so closely monitored throughout the pregnancy and to have access to such a wide range of services from the PRM. I've had multiple clinic appointments, early pregnancy assessment visits, maternity assessment visits and ward admissions so far. Also accessing psychology, physiotherapy and diabetics teams at the PRM.

The provision of BSL interpreters requires development. My partner is deaf. For all clinic and ultrasound appointments and emergency admissions and ward rounds we request an interpreter to be available. This has been provided for all clinics and ultrasounds. However they are only booked for an hour. My clinic visits always last between 2-3 hours. As we first have the ultrasound then the midwife then the obstetrician then the endocrinologist. This has meant on numerous occasions the interpreter has had to leave mid-appointment for their next booking. At our last appointment a lovely midwife said she would ensure the interpreter is booked for two hours in the future.

Despite accessing maternity assessment three times and being admitted to the ante-natal ward and each time asking for an interpreter not once has an interpreter been provided here. Furthermore my psychologist put an alert on my file saying an interpreter should be provided. The midwife or health care assistant said they'll see what they can do and let us know but they don't seem to have followed up.

On our first visit to MA we were told it would take several hours for an interpreter to come and they hope to have me in and out in that time so asked if we're happy to proceed without an interpreter. Following this my psychologist then added to her alert saying an online interpreter should be used if an in person interpreter isn't available. On the second and third MA visit and ward admission no one got back to us regarding our request for an interpreter and also our request that if an in person interpreter isn't available can they use the online interpreter. When I try to follow up the request they just say they're looking into it.

When I was being discharged from the ward I said to the midwife I'm really worried about an interpreter being available when I'm in labour based on our current experiences. She said it's complicated and difficult to get an in person interpreter whereas using the online interpreters for foreign languages is much easier. I pointed out there is an online BSL interpreter service available, and that it's advertised on posters in the waiting room. My partner has a right to be included in the care and birth of his child. I also have the right to have my partner fully informed so he can support me. The hospital not meeting these needs is causing additional stress and anxiety for me and my partner.

Despite it being in my notes that I should see the same midwife due to the complexity and nature of my health I've seen a different midwife every time and a different obstetrician almost every time.

We request that the same interpreting agency is booked so that they can provide consistency of interpreter.

I get conflicting advice from obstetricians and midwives. At my 12week appointment my midwife told me the PRM offer a comprehensive inclusive service and have access to the specialists I see (including respiratory). When I later had an asthma attack, I was told by MA and my midwife that they don't do respiratory and I should go to A&E. At my 24week appointment the obstetrician told me I should come to MA if I'm having an asthma attack but the obstetrician at my 28week appointment told me I should go to A&E.

At all my appointments I've been asking about the impact of my asthma and its medications on the baby and about my asthma becoming brittle in pregnancy. Every time they haven't answered, saying they're not asthma specialists and I'll need to talk to my respiratory team. Despite my asthma only becoming bad in pregnancy which is when I was referred to respiratory on a 9month waiting list. I recently finally had a telephone with respiratory who told me obstetrics would be better placed to answer my questions. Despite me explaining obstetrics say they can't answer, stating its respiratory's responsibility. It's quite disconcerting as a patient to not have access to health care professionals who knows what to do regarding my health.

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At MA they wanted to test me for diabetes until I explained I'm diabetic. Again seemingly not having read my notes. Also EPAS told me I don't need to do anything about bleeding and cramps yet when I went to AAU for an asthma attack a couple of days later they said I need an ultrasound and a rhesus negative injection which I was now borderline of being in the timeframe for.

*Would recommend? (Friends and family test): Likely*

**Carol Fergusson** Senior Charge Midwife NHSGGC 12/06/2024

Dear melonyq93

Thank you for taking the time to give us feedback.

I am sorry that although staff were all very friendly and reassuring we did not meet your full needs and requirements with the provision of a BSL interpreter for all contacts which has caused you stress and anxiety.

I am also sorry that you got conflicting advice and support with your medical conditions.

For us to improve our service for our users can I ask that you contact by email Lead Midwife Tracy Orr on tracy.orr@ggc.scot.nhs.uk who will investigate your concerns and give you feedback as we strive to give everyone the best possible care and experience.

Thank you

Carol Fergusson

Senior Charge Midwife

**Vale of Leven General Hospital**

6 stories

## Diabetic department yet again closed at Vale of Leven

106017

*waterloo the patient* 02/08/2013

468 views

I am really angry that today I have been unable to get in contact with my diabetic nurse at the VOL Hospital. The answering service states the nurse is now not back until Monday 5th August when there was someone in Monday and Tuesday.

The machine states to phone the RAH In Paisley and it's now 3pm in the afternoon and no one has had the decency to contact me, this very unprofessional and not having anyone to cover at the VOL is shocking.

What is the point of having a diabetic team if there is never anyone available.

I have now had to go to A & E regarding this as my GP is off

*Would recommend? (Friends and family test): Extremely unlikely*

**Paul Cannon** Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS 02/08/2013

I am very sorry that you have experienced these difficulties, I have sent your posting to the manager responsible for that service and asked them to look into your concerns as soon as possible.

Paul

## Angry about cancellation of my diabetes appointment

152874

*waterloo the patient* 22/04/2014

I today received a letter in relation to a forthcoming Diabetic Appointment at the Vale of Leven Hospital for Doctor Harrows Clinic. I am angry, as I have been sent a letter to say this appointment has had to be cancelled, but after telephoning between the RAH and Vale of Leven, I was advised that the clinic is still going ahead!

When I spoke to someone at the Drs office this afternoon, all they could tell me was the clinic is till going ahead, but my appointment is now on hold. I am very angry at this, as I had to cancel a case in court as I was due at this appointment, and now this has wasted my entire day and time.

I have ongoing problems with my diabetes and I am angry at being told to arrange my appointment from the last clinic for a month's time. Clearly there is a very serious misjudgement on the appointments, and no explanation why.

835 views

**Linda Kirkland** *Interim Director of Operations NHS Highland* 22/04/2014

Hi Waterloo

I am sorry that you have had problems with getting your appointment for the clinic.

This hospital is not one of those within NHS Highland, so unfortunately I don't think I can help you, but the telephone number for NHS Greater Glasgow & Clyde Vale of Leven hospital is 01389 754121 and I am sure they will be able to help you. Kind regards, Linda Kirkland

**Jackie Baillie** *Office of Jackie Baillie, MSP for Dumbarton* 23/04/2014

I am sorry to hear that you have been having problems with your appointments.

If you are not satisfied with the response and would like Jackie to raise your concerns on your behalf please contact the constituency office on 01389 734 214.

*waterloo*

thank you I will contact Jackie's office

## Problem with diabetic department communication

165069

*waterloo the patient* 25/06/2014

I have been telephoning the Diabetic Department at the Vale Of Leven hospital for nearly a week now but still no joy at getting through I then managed to speak with someone and was told there is no cover currently at the vale due to the regular DSN being on long term sick and that I should call Paisley RAH to which I found the nurse very un helpful I then tried to see if I could get anyone at the vale and who ever has changed the answer machine is very abrupt and I would suggest better information be put n this answer machine so patients no who to call, the department needs cover if there is no one there as the department in paisley do not know what they are dealing with and also better communication also

779 views

**Paul Cannon** *Head of Administration, Acute Services Division Greater Glasgow & Clyde NHS* 03/07/2014

Dear Waterloo

Thank you for taking the time and trouble to provide your feedback.

Your comments have been passed on to the relevant service manager for their review.

We will revert to you with further details should those be provided to us.

Kind Regards

## Answer phone message for diabetes department

252898

*waterloo the patient* 30/09/2015

I recently telephoned the Diabetic department at the Vale of Lven Hospital and when I phoned there was no message to say it was closed for the holiday weekend I eventaully got through on the Tuesday to speak with a Diabetic Nurse.

888 views

Can I please suggest that notifying patients through the answer machine service to change the message when its a holiday weekend so that other patients contacting the phone line are notified when the department is closed and when to phone back.

## Orthopaedics

1 story

### Diabetic Phone calls not retuned again for the second time

197615

*waterloo* the patient 12/12/2014

I have been phoning the Vale of Leven Hospital Diabetic Department for a week now and yet again after leaving constant messages not one phone call has been returned.

607 views

I am now getting frustrated as the message on the machine says the following " Hello your through to the Diabetes team sorry there is no one to take your call please leave a message and your contact details and someone will get back to you as soon as possible if your call is urgent contact your GP or NHS 24"

I would suggest that if there is no one at the vale can they not put a message to say contact the team at RAH I am now fed up and tired calling this department day in day out and none of messages are replied to like again for the second time just recently.

*Would recommend? (Friends and family test): Extremely unlikely*

**Lorna Fairlie** Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde 17/12/2014

Dear Waterloo,

Thank you for getting in touch again with regards to contacting the Diabetes Clinic at the Vale of Leven and I know that you have raised this issue before. I have passed your most recent comments to the Lead Nurse for the Diabetic Team who wanted to provide the following information:

"Dear Waterloo, I have spoken with the diabetic team in order to look into your concerns about contacting the department. They advised that they have spoken to you on a couple of occasions recently, therefore I hope that you have had the advice and support you were looking for. I would be happy to talk to you about this in more detail if you would like to contact me directly through Lorna on Lorna.Gray@ggc.scot.nhs.uk. As you know, we have an answer machine operating at the Vale of Leven which asks patients to leave their name and number if they would like to be called back. This answer machine is checked daily and patients are contacted as they request. We did have a small problem with the phone line on the 11th December which was quickly fixed, and I am sorry if this was one of the occasions you tried to contact the team. The answer machine message does provide the number for the Diabetic Team located at the Royal Alexandra Hospital, who can be contacted on 0141 314 7009.

Best Wishes,

Val"

*waterloo*

Thank you for your response hower the answer service DOES NOT provide RAH number so this should be done as soon as possible thank you

**Lorna Fairlie** Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde 17/12/2014

Dear waterloo,

I have called the Diabetes service at the Vale of Leven and listened to the voicemail which does give contact details for the Diabetes Nursing Team at the RAH, however it provides another number which is 0141 314 6639. Both this number, and the one in my previous reply will get you to the Diabetes Team at the RAH.

Would you be able to tell me the number you are dialling for the Vale of Leven team and I can check that this is the same number and/or has the same information?

Many thanks,

Lorna

**waterloo**

Hi Lorna I note from calling it myself that this has now been changed this must have been done after Monday when they retuned my calls many thanks

**Lorna Fairlie** *Patient Experience, Public Involvement Project Manager NHS Greater Glasgow and Clyde 17/12/2014*

Glad it has been sorted, and thank you for getting back in touch to confirm with me, it is appreciated.

Best Wishes,

Lorna

## Outpatients

1 story

### Staff were welcoming, courteous and efficient

**1247546**

*Alfies Mum the patient 21/08/2024*

139 views

I attended an appointment at the rheumatology clinic at the Vale hospital recently and received excellent service from entering reception to seeing the consultant. The staff were welcoming, courteous and efficient. My wait time was short and when I met the consultant he apologised for my wait (no need to as it was a short wait!) I value having the service near my home as I can attend without having to take a day off work and without the stress of having to travel on unreliable public transport. Please keep outpatients at the Vale, the service is invaluable to all ages but particularly the elderly. Thank You ☺

**Paula Currie** *Senior Charge Nurse NHS Greater Glasgow and Clyde 21/08/2024*

Thank you so much for taking the time out of your day to post your very welcome, positive and kind feedback.

It is really important to us to receive feedback as it helps us improve if we need to or enjoy praise when we receive it.

Many thanks again

SCN Paula Currie

OPD & POA

## Rheumatology

1 story

### Staff were welcoming, courteous and efficient

1247546

*Alfies Mum the patient* 21/08/2024

139 views

I attended an appointment at the rheumatology clinic at the Vale hospital recently and received excellent service from entering reception to seeing the consultant. The staff were welcoming, courteous and efficient. My wait time was short and when I met the consultant he apologised for my wait (no need to as it was a short wait!) I value having the service near my home as I can attend without having to take a day off work and without the stress of having to travel on unreliable public transport. Please keep outpatients at the Vale, the service is invaluable to all ages but particularly the elderly. Thank You ☺

*Would recommend? (Friends and family test):* **Extremely likely**

**Paula Currie** *Senior Charge Nurse NHS Greater Glasgow and Clyde* 21/08/2024

Thank you so much for taking the time out of your day to post your very welcome, positive and kind feedback.

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Many thanks again

SCN Paula Currie

OPD & POA

## Victoria Infirmary

1 story

## General Medicine

1 story

### Management of my type 2 diabetes

55992

*Lawers the patient* 21/11/2011

1,029 views

I was diagnosed with diabetes in 1991 by my GP who had me into hospital the same evening and further testing showed type 2 and given Glipozide? pills.

Year later short holiday, but forgot my pills, so ate sparingly and walked after each food intake. I had a reading of about 5.6 and for the next 10 years

Was such control not really seen as an option 20 years ago, is it now seen as a viable option?

Kind regards

**John Hamilton** *Head of Board Administration NHS Greater Glasgow & Clyde* 23/11/2011

Thank you for posting a message on Patient Opinions. Difficult one to be specific about in the absence of more detailed information however the first line treatment in type 2 diabetes would normally be dietary and other lifestyle advice. Therefore without the specifics we would have to assume that it was considered appropriate to move you to that phase of treatment

Current advice remains to advise on lifestyle first line, then medication and third stage would be the possibility of insulin.

If you have any remaining concerns or a more specific query about your health then it would be quite appropriate to raise these with your General Practitioner.

I hope this high level response helps in some way and thank you one again for sharing your experience with us,

regards,

John

### West Glasgow Ambulatory Care Hospital (Yorkhill)

2 stories

### Beyond Excellent!

634760

*T1mum a parent/guardian 01/03/2019*

The Pediatric Diabetes Team at the West Glasgow Ambulatory Care Hospital should be recognised for the stellar support they provide to children with diabetes and their families. Since our daughter was diagnosed almost 5 years ago we have been well supported. During a very difficult 5 years this service has been a life saver in more ways than one. Thank you!

267 views

*Would recommend? (Friends and family test): Extremely likely*

**Pamela McGoldrick** Senior Organisational Development Advisor NHS Greater Glasgow and Clyde 01/03/2019

Dear T1mum

Thank you for sharing your feedback on Care Opinion.

It is lovely to hear that the care and support provided by the Paediatric Diabetes Team has been so valuable to you and your family through what must have been some very difficult periods for you all.

We have shared your feedback with the team and I know they are delighted to receive this.

I hope your daughter is doing well.

Best wishes

Pam

**T1mum**

Thank you for your response. I am really pleased to hear that this has been passed on to the team.



## Outpatients Paediatric Diabetic Clinic

1 story

### Staff were kind and helpful

1270507

*cycloneee76 a parent/guardian* 11/10/2024

My daughter got diagnosed with type 1 diabetes at age 13, and from the GP to the hospital admittance, staff were great, kind and helpful.

175 views

**Kevin Torbet** *Admin Assistant NHSGGC* 21/10/2024

Dear cycloneee76

Thank you for taking the time to share your experience following your daughter's diagnosis of Type 1 diabetes. We understand how challenging a new diagnosis can be, especially at a young age, so we are heartened to hear that the care and support you received from both the GP and hospital teams was helpful and compassionate.

Your kind words will be passed on to the staff involved in your daughter's care. Knowing that their efforts have made a difference during such an important time will mean a great deal to them.

Kind regards

Kevin

## West Scotland Breast Screening Centre

1 story

## NHS Breast screening and breast care services

1142328

*paprikabr55 the patient* 01/12/2023

739 views

I would like to express my appreciation and gratitude for the excellent care I have received since discovering I had breast cancer. This was found through my routine mammogram as I had no symptoms. I can not express enough the exceptional care I have had by NHS GGC staff throughout my appointments at NHS breast screening at Nelson Mandela place. Unfortunately I do not have their names, all staff showed compassion and care throughout my examination and delivering the news to me of suspected diagnosis.

My journey continued with referral to my breast care consultant Ms MacLean and the specialist Breast care nurse, Lena. I could not ask for a care from an exceptional service and team. Right from the start of my journey where I was very apprehensive as to what was to ahead of me, they were most informative. They understood exactly how I was feeling and answered all my questions making sure I felt informed and reassured.

Lena kept in regular contact with me making sure I was feeling ok and informed, supported me and keeping me updated on things when my diabetes complicated my surgery.

I was referred to Dr L'lano, diabetes consultant, this happened very quickly and I was supported by Dr L'lano to manage my diabetes quickly to allow my surgery to happen.

Dr L'lano was exceptionally helpful and supportive and was in regular contact to help me lower my blood sugar levels. Another excellent care experience I have received from the diabetes service within NHS GGC.

Ms MacLean has exceptional patient care, her awareness of my apprehension and need for information and very clear on her explanation and compassion, both prior to surgery and in my return appointment when she explained my outcome of surgery and plans going forward.

It was a very worrying, frightening and upsetting to discover I had breast cancer especially as I had just gone for routine mammogram. I would advocate for anyone due mammogram to go along for the screening as it has identified my cancer at an early stage.

I recently had my breast surgery. The care and attention received was to exceptional standard from the organisation, the of care, the information throughout of each step of my procedure. The support of having Lena there who I already knew from my appointments and all the additional staff at the day surgery unit at Stobhill Hospital. The staff at the unit, Shona ( day surgery nurse), Liz (anaesthetist), Kirsty (theater nurse), Adi (recovery nurse), Ureaka (recovery nurse). A special thank you to Tracy ( student nurse) who followed me throughout my surgery and was amazing support throughout the day.

A special thank you to Ms MacLean for carrying out my surgery and Lena, who have given me the best care and reassurance for recovery and follow up.

I still have ongoing recovery and treatment going forward, I am confident that I will continue to receive the best care from NHS GGC at Beatson oncology centre.

Thank you

*Would recommend? (Friends and family test): Extremely likely*

**Aimee MacPhail** *Waiting list coordinator NHS Greater Glasgow and Clyde* 01/12/2023

Dear Paprikabr55,

Firstly I would like to thank you for sharing your story on Care Opinion, it is greatly appreciated. I am delighted to hear that the staff treated you with care and compassion through what is a difficult time for you. I am sure it was a shock to hear about your diagnosis, especially when it was a routine mammogram and I can completely understand how upset and frightening it is to hear the news.

I am pleased to hear that the Day Surgery staff at New Stobhill Hospital were so attentive, supportive and delivered care to an exceptional standard as this is something that they strive to do. I will be sure to pass this onto them.

I am glad to hear that your surgery went well and that Ms McClean and Lena have given you the best care and reassurance for recovery and follow up going forward.

I wish you the best for your future treatment and I hope the recovery is going smoothly for you.

Aimee

**Cat Graham** *Operational Superintendent NHS Greater Glasgow and Clyde* 01/12/2023

Dear Paprikabr55

Thank you so much for taking the time to feedback to us and for sharing your experience. I am so sorry to hear about your diagnosis and understand the worry that this causes. I am really pleased that our staff were able to support you through the process and that you has such wonderful support from the whole team at Stobhill hospital.

I'm sure that the team here at Breast Screening will be glad that they were able to support you through the process of your diagnosis. I would love to be able to feed this back to them directly, as it such a morale boost to know that we are helping to support through such a difficult time. Would you be happy to contact me with your details so that I can pass this on to our staff? If so I am contactable at the email address below:

Cat.Graham@ggc.scot.nhs.uk

Again many thanks for taking the time to reach out and I wish you all the very best in your future treatment and recovery.

Take care

Kindest Regards

Cat

Operational Superintendent

West of Scotland Breast Screening

**WestMARC (West of Scotland Mobility and Rehabilitation Centre)**

5 stories

**WestMARC (Ayrshire & Arran)**

2 stories

## Life after Sepsis

505627

Jen3195 a carer 26/03/2018

1,418 views

Exactly a year ago today was the worst day of our lives as my husband took critically ill very suddenly with double pneumonia and Sepsis. Luckily the ambulance crew recognised he was septic and rushed him up to our local hospital (Crosshouse Hospital, Kilmarnock). Within a short time he was taken into the ICU and very quickly was intubated. Over the next couple of days he suffered multi organ failure due to the Sepsis. He wasn't expected to live - Miraculously after a month in intensive care he turned a corner and began to make improvement - leaving hospital at the end of May 2017. He has been very lucky to survive but unfortunately he's been left with mobility problems and 24/7 pretty severe pain from various nerve damages. Prior to the sepsis he had apparently had 2 strokes and did have some problems from them and also had peripheral neuropathies due to complications of his Diabetes so he had a few daily struggles anyway but the critical illness last year seems to have exacerbated everything he previously had and also added on some extra things to deal with.

We were very lucky with the after care he has received since leaving the hospital and though the ICES team (Intermediate Care) he was referred to the Dirrans Centre in Kilwinning to see if going along there could help him.

He was very apprehensive to begin with as he struggled to accept his new way of life and in effect being disabled now. He was fighting against everything and everyone - me in particular - and just didn't know how to fit in any more. His previous profession as a talented musician and songwriter was becoming a bitter distant memory as he no longer was able to use his fingers in the way needed to play. His confidence was shattered and day to day life now was sitting in a corner of the room watching videos. as walking was so painful.

The Dirrans Centre has been a bit of a life saver for not only my husband but myself too. They have made us "both" feel welcome and very at ease from the first time we entered the building. They were more than happy for me to stay in the building during the first time my husband went just so he didn't feel like I was abandoning him and they take time to ask how "I" am doing too which is lovely.

My husband was quite surprised by the fact that only a few people attending the Dirrans were actually born with their disability - the rest of them were the same as him whereby it happened fairly suddenly. He now had people who he could relate to and who in turn could relate to him and is beginning to develop some nice wee friendships there. That is also helping him to gain some confidence back and also purpose too.

One of the groups he attends is the music group and is thoroughly enjoying it. It really has helped more than words on here could ever say. In discussions he can talk with like minded people who all feel exactly like him and mourn the loss of their abilities but joining together they all are venturing back into not fearing having a go at their chosen instruments again.

My husband thought his days of keyboard playing were well and truly over and had not managed to play in the last few years. BUT ....a very emotional moment a couple of weeks ago when his Key Worker proudly showed me a video of their latest project in the group and all of them were playing instruments. There at the back was my husband playing his keyboards - slowly and tentatively but he was playing again!!

Without being at the Dirrans he would never have believed in himself enough to even try. He would not have had the confidence. The staff and also the other people attending together are what he needs. The group gives him something to look forward to. It's not all about what they can do for him though, it's also very much about him being able to offer something to others there - anything - his knowledge, his experience, his friendship etc...that's very important too to someone who has been through a traumatic illness - to still feel worthwhile. To still want to be heard and have something to offer. I cannot praise the centre or the staff more highly. They are giving my husband a place where he can feel alive again and from my point of view as his wife and carer, it gives me a little time away from the stress of being on duty 24/7. I feel confident leaving him there and it allows me to just have a little breathing space. Thank you Dirrans

**Eunice Goodwin** Patient Feedback Manager for NHS Ayrshire and Arran NHS Ayrshire and Arran 27/03/2018

Dear Jen3195,

This must have been a long and arduous journey for you both. I can only imagine how difficult this must have been, both physically and emotionally, on you both. You must both take credit too, for how well you have done and how far you have come.

I will be delighted to pass this poignant post to the various teams involved in you and your husband's long haul to date. Thank you so much for share emotive and humbling story to with us. I am sure everyone will be grateful for your gratitude and glad with the positive outcome to date.

All the very best of health, strength and recovery to you both,

Eunice

**Nanette Masterton** *Unit Manager - Dirrans North Ayrshire Council 27/03/2018*

Dear Jen3195,

I am delighted that you and your husband have found attending the Dirrans Centre a very positive experience.

We try hard to help people find a way forward after experiencing life changing events such as disability. It is often the little things that make a difference, taking time to listen, finding common ground and interests and providing the right opportunities at the right time.

In your husband's case, it was easy, his love of music was the common ground and by giving him support and encouragement he has taken the first steps on his recovery pathway. His musical knowledge and his understanding of how suddenly disability can change your life has helped others to work together and overcome the barriers they face.

I am looking forward to the music group developing their skills in song writing and playing as a group. I have just read the song they have recently written and it is very powerful!!

Thanks once again for taking the time to post your appreciation of our service.

Kind regards,

**Heather Richardson** *Interim General Manager NHS Greater Glasgow & Clyde 27/03/2018*

Dear Jen3195,

I was so interested to read about you and your husbands journey through the various services and delighted that you are getting the help and support you need. It sounds like you've had such a tough time. I hope the part we played in it all was helpful.

Thank you for posting your story and good luck to you both on your husbands continued rehabilitation journey.

Kind Regards

Heather McIntosh

Operational Services Manager

WestMARC | West of Scotland Mobility and Rehabilitation Service

**Jen3195**

Thank you to everyone who took the time to read Our Story and the kind comments you made back. Yes life has been and still is tough and we are stuck on this rollercoaster ride of emotions and new challenges but every day is a new day and we just take it all as it comes now.

## Felt I was more than just a patient

524223

*IainB the patient* 03/05/2018

749 views

As a consequence of long term diabetes I lost both of my legs (below the knee) within six months of each other about two years ago. This consequence is undoubtedly life changing but at the time you have no way of knowing what these changes will be or how you will be affected. It's like a grieving process where you experience a range of emotions, for example, anger, frustration, anxiety, guilt and blame. It's natural to focus on what you think you will not be able to do and you can become entrenched in negativity. I was lucky. The day before my first operation I listened to a report on the radio about British soldiers returning from war in the middle east who had lost limbs as a result of IED's. That got me thinking about paralympians and their amazing achievements. These guys had their whole lives in front of them. They accepted their situation, adapted and lived to their full potential, At 66 years of age what did I have to complain about?. I managed to change from being negative to positive and set myself four goals; I wanted to walk, drive, work and sail a yacht again. Two years down the line and I managed all four.

The care that I received in the ward from the doctors and nurses was excellent. I felt that I was included in every aspects of my treatment. I felt that I was more than just a patient, I was central to everything that was happening.

While the physiotherapists and the prosthetist were equally excellent I was conscious of their lack of resources primarily in terms of staff.

I have recently been introduced to a local charity, 'Finding your feet' that I think can be a major asset for people like me.

*Would recommend? (Friends and family test): Extremely likely*

**Eunice Goodwin** Patient Feedback Manager for NHS Ayrshire and Arran NHS Ayrshire and Arran 03/05/2018

Dear IainB,

I read your story with humility and great admiration. What fantastic achievements. This is such a wonderful outcome from such a difficult starting place. You have to be congratulated, along with the teams that helped you to get there.

Not only will the staff get great pleasure from reading your story with its really positive outcome, the benefit to others is unquantifiable.

Thank you so much for taking time to share this poignant story with us on Care Opinion. I will be honoured to pass this to the teams you have mentioned. I wonder what you will get up to next.

Best wishes,

Eunice

**Heather Richardson** Interim General Manager NHS Greater Glasgow & Clyde 04/05/2018

Dear IainB,

Thank you very much for posting your story on Care Opinion. It really is an inspirational tale. The fact that you have met all of your goals in just 2 years should really be held up as an example to some of our other Patients.

Thank you for mentioning the great work that happens in the Physiotherapy and Prosthetics team. Its good to hear that the support that the teams offer is invaluable to you in your rehabilitation journey. Even when we have limited resources our focus is always on making sure that Patients can reach your own outcomes/ goals.

I will pass on your story to the teams here at WestMARC and I am sure they will join me in congratulating you on reaching your goals and offering their continued support.

Kind Regards

Heather McIntosh

Operational Services Manager

WestMARC | West of Scotland Mobility and Rehabilitation Service

**Bioengineering clinic**

1 story

## Felt I was more than just a patient

524223

*IainB the patient* 03/05/2018

749 views

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Kind Regards

Heather McIntosh

Operational Services Manager

WestMARC | West of Scotland Mobility and Rehabilitation Service

**WestMARC (Glasgow)**

1 story



## Couldn't do enough for me

**1288644***conditionerwq34 a service user 18/11/2024*

141 views

I attended Westmarc from end of July for prosthetic service, I lost my foot due to diabetes and sepsis and I was basically referred to Westmarc for a prosthetic leg.

I met an OT called Alison and she took me through the process of what would happen to me and measured me for a leg and fitting and I couldn't ask for a better service from her and her colleagues. They were 110%-they couldn't do enough for me. She even had the leg ready for me within a week, even though she thought it might take a couple of weeks.

I was passed onto the OT and the gymnasium to show me the steps and how to walk and how to climb stairs. I met 2 people, Paddy and Damian and they were fantastic.

Mostly it was Paddy and he was there for me from the start-I met him when I was in the hospital and he introduced himself and got the ball rolling. He bent over backwards for me. From day one til today-he couldn't do enough for me. He was very contactable and he would talk me through any problems.

The whole lot of them are so helpful and careful and caring and attentive. The whole team were fantastic including reception staff who always asked me how I was. They'd greet me with my first and they were always so helpful I couldn't ask for any better service from any of them.

I had to have ambulance transfer for my appointments and they bent over backwards too-they helped me get up and down stairs and they were fantastic also. They always made sure I was ok-even getting in the house. Everyone was amazing.

**Alan Martin** *Clinical Development Manager Scottish Ambulance Service 19/11/2024*

Dear conditionerwq34,

Many thanks for taking the time to share your feedback here on CareOpinion. I am so sorry to read about what happened to your foot, I can only imagine how challenging a time this has been for you and its so good to read about the support and compassion that has been shown to you through this journey. It is great to hear positive stories about the work our wonderful staff provide.

If you wish I can pass on the feedback to the crews directly however if it is multiple crews this may be a bit more challenging. If you let me know the address that we pick you up from and the date range however I am sure we can identify them and share your feedback. This information can be sent to [sas.feedback@nhs.scot](mailto:sas.feedback@nhs.scot) for the team to pick up. If you do decide to do this, would you be so kind as to make reference to your CareOpinion username so that the team can easily locate your story and share it with the crew.

I wish you all the very best and thanks again.

Kind Regards

Alan

**Kevin Torbet** *Admin Assistant NHSGGC 26/11/2024*

Dear conditionerwg34

Thank you for sharing your incredible story. We are deeply moved by your kind words and are so pleased to hear about the care and support you received from the team at WestMARC. Losing a limb is a life-changing experience, and it's heartening to know that Alison, Paddy, Damian, and the rest of the team were there to provide not only exceptional professional care but also compassion and encouragement every step of the way.

Your feedback will be shared with the staff, as it's a testament to the dedication and commitment they strive for every day. It's wonderful to hear that the ambulance transfer team and reception staff also contributed to making your experience as smooth and supportive as possible.

Thank you for taking the time to acknowledge the efforts of everyone involved. We wish you continued progress and all the best in your journey.

Kind regards

Kevin

## Wishaw General Hospital's Excellence

**532167**

*abyabyaby333 the patient* 23/05/2018

1,121 views

I suffer from type 1 diabetes, retinopathy (from which I am registered blind), COPD, PTSD, depression, neuropathy and other related health conditions.

I cut my smallest finger and the one next with a knife and over a four day period it went from being a clean wound to twice the size, septic and unmovable. I had been sick for 3 days and on the night before was too ill to travel to the local health centre in a paid taxi NHS 24 had offered, as they were in no position to offer a house call.

By this time I had developed Diabetic Ketoacidosis. On the 4th day of sickness I was told an ambulance would attend to try to resolve all on site. This was not possible and I was admitted to Monklands Hospital where my injury/illness was too severe, so within hours I was transferred to Wishaw General for Orthopaedic care and was placed in the Adult Critical Care Unit. I was in hospital from for around one month.

The care I received in the ACCU at Wishaw was staggeringly exceptional, bordering on miraculous. Constantly I was kept abreast of procedure, protocol, treatment, personal effects and eventualities. At all times I was made as comfortable as humanly possible and all my needs were exceeded from a simple cold drink to personal communications to bathing and other personal care. To my amazement, everything was done immediately. I was astounded by the clear, concise and coherent manner the staff displayed under such challenging circumstances and the level of skill in saving my life by the 3 operations completed in 10 days. The communication and understanding towards my family and friends was also way above simply going 'the extra mile'. There are no words to describe every member of staff involved in saving my life as I had went from a cut to living hourly to transfer to normal wards in 12 or 13 days. I lost an arm due to poisoning but gained a life because of the ACCU. I can only refer to all of those (irrespective of their role) involved in my surgery, medical care and general well being as miracle workers. I owe my life to these people.

In wards 14, 15 and 17 my care continued at the highest standard and quality. Again (despite obvious staff shortages), I received regular visits from various departments that the forward thinking staff had referred me to. Every member of staff responded immediately to any requirements or things I had asked for. At all levels I felt so grateful for their care, attention, empathy and willingness to assist. Their attitude again towards myself, family and friends made me realise just how dedicated they were to delivering a person centred approach to each patient. Regardless of role, I again can only describe the staff as miraculous and their performance as exceptional.

My physiotherapist Fiona was inspirational in all she done for me. Fiona referred me to Westmark for prosthesis and arm sock which I know will change my life, outlook, safety and dignity in all I do and face. In all aspects of care she was there constantly to encourage, guide and demonstrate as well as to advise my carers of their role in trying to help me. Fiona gave me writing exercises, physical exercises and demonstrations and general guidance on the do's and don'ts of recovery and personal development. I cannot fault a single thing said or done by Fiona and her perfect service delivery made me see just how excellent my life can be after being saved and only having an amputation. I can only add Fiona to the list of miracle workers but thank her for her reliability, assistance and for taking time out to research items beyond her remit.

The catering and general ward staff were also wonderful. Everything from cleaning spillages, providing drinks, relaying information, excellent customer service and person centred treatment set them apart from anywhere else I have ever been, Nothing was too much for all of these staff and they did it there and then despite how busy they were, it was so brilliant. I do not believe in judgement by high or low and I am so lucky and proud to say that all staff played their part equally in getting me to where I am today.

The whole experience at Wishaw General Hospital has restored my health in the NHS and I was left feeling appreciative, lucky, valued and just simply delighted at everything and everyone involved during my stay. All that is left to say is thank you again to each and every one of you at Wishaw General Hospital!!!

**Gillian McAuley** *Chief of Nursing Services NHS Lanarkshire* 23/05/2018

Dear abyabyaby333,

Thank you so much for taking the time to share your experience of the care you received during your stay in ACCU & Wards 14,15 and 17.

Firstly I am sorry that you were unwell and we all hope that you are making a good recovery. Our teams work really hard to ensure that we offer person-centred approaches to care and that what matters to our patients is at the heart of what we do.

I will share your comments with all the teams and I know they will be delighted to read that you found care and their performance to be miraculous and exceptional.

Feedback such as you have given, gives our teams the motivation to continue the good work they do and always look for ways of doing better.

Thank you

Best Wishes

Gillian

**Heather Richardson** *Interim General Manager NHS Greater Glasgow & Clyde 28/05/2018*

Dear abyabyaby333,

Thank you for taking the time to post your story here on the Care Opinion pages.

Your story is remarkable and demonstrates the NHS working well, with its focus firmly fixed on you as the Patient and your outcomes. I hope that you are on the road to recovery and I am sure the team here at WestMARC will do all they can to support your on-going rehabilitation journey.

Kind regards and best wishes

Heather McIntosh

Operational Services Manager

WestMARC | West of Scotland Mobility and Rehabilitation Service

## Remarkable treatment after amputation

606979

*Rikky a service user 07/12/2018*

148 views

Lost lower part of my right leg due to a diabetic ulcer. 11 months on, it has been a difficult but successful journey so far.

At the moment I am awaiting my 3rd prosthetic and my experience with WestMARC so far has been remarkable. The service they provide is second to none, keep it up.

Thank you.

*Would recommend? (Friends and family test): Extremely likely*

**Heather Richardson** *Interim General Manager NHS Greater Glasgow & Clyde 07/12/2018*

Dear Rikky,

Thank you for posting your story on Care opinion. I am sorry to hear about your difficult journey however I am glad that you are succeeding in your rehabilitation journey.

I am always so delighted and proud to read the impact that the teams within WestMARC have for people going through a challenging rehabilitation journey. The teams are so vital in supporting and encouraging you as an individual to succeed.

I will make sure that I pass on your thanks to the team and I am sure that they will join me in wishing you continued success.

Kind Regards

Heather McIntosh