



Stories and responses

About this report

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

It was created on **29 February 2012**.

Which postings are included?

This report shows stories about Maternity care

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 on the Patient Opinion web site. If you are viewing the report on paper, you can find story number X online at: <http://www.patientopinion.org.uk/opinions/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).

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 Patient Opinion

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

For more information, contact us:

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info@patientopinion.org.uk

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This report lists **30** stories

Maternity care

30 stories

Excellent maternity care at Tameside General Hospital

1186

MHFP005 the patient 13/11/2006

All the staff I encountered were excellent, shame there isn't a box for excellent! I will never forget how well I was treated by the midwives Liz and Debbie and the consultants Dr Mulik and Dr Mahmood. All credit to the NHS. Thank you.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for your very kind comments about our maternity services, which I was very pleased to note you had described as "excellent". I have passed your comments on to the staff concerned— I am sure they will be greatly appreciated. I am sorry not to have responded sooner. However, Tameside General Hospital has only recently obtained the facility to reply to comments made on this website. Philip Dylak Director of Nursing

Good care at Tameside

7961

Walks909 the patient 04/04/2008

I was a patient on ward 11 of the Tameside General hospital as I was having problems in the early stages of my pregnancy. The standard of care given to me was good - I was always given explanations and advice to any questions I asked. The whole experience was made easier due to the care and service I received from the kind staff. Thank you to Sharon and Jackie (nurses on wards 11 & 12).

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for your kind and very positive comments about your care on ward 11 and ward 12 at Tameside General Hospital. I am pleased that the standard of care was good, and that you received all the explanations and information you needed, which in turn made the whole experience easier for you. I will certainly pass on your comments to the ward concerned, and ensure that Sharon and Jackie are made aware of these.

You may like to know that you can nominate staff who have given exceptionally good service for our "Show you care for those who care" or "Above and Beyond" awards. Details of both awards, as well as entry forms, are available on the hospital [website](http://www.tamesidehospital.nhs.uk) and click on "Patient Information".

Tameside early pregnancy assessment unit

12167

smo the patient 23/07/2008

i was diagnosed with an ectopic pregnancy on saturday morning, thanks to the kind and caring staff, especially doreen, i was admitted straight away and operated on that same day. Thanks to their swift actions they managed to save my fallopian tube and i am now at home resting and coming to terms with losing a child. Doreen was lovely, she is a credit to this unit and tameside hospital.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you so much for your very kind comment following an obviously distressing event. I will ensure that the members of staff that you have mentioned and who were involved in your care get a copy of your comments.

All the staff at Tameside Hospital endeavour to give the very best service to women and their families they possibly can at all times, and it is a pleasure to receive comments such as yours.

Many thanks again for your comments. May I take this opportunity to wish you and your family well for the future.

Lesley Tones
Head of Midwifery and Women's Services

Mixed experiences of maternity services at Tameside

18653

BrokenHatred the patient 26/03/2009

Antenatal Care: Excellent, cannot fault it one bit as i had blood pressure problems near the end of my pregnancy although i did get forgotten about once! I even stayed on the antenatal ward for a few days and the care i recieved was good. Thank you Dr Mahmood for keeping such a close eye on me and my daughter :) Labour and Delivery: My midwife who delived my baby was amazing, really kept me focused on the job in hand and helped me through it when i felt like giving up. The only thing that annoyed me was when i rang up the labour ward to tell them i was in labour i was spoken to by quite an abrupt midwife who told me that as i could speak through contractions i obviously wasn't "far along" and to expect disappointment if i went to the hospital. 40 mins later i arrived at the hospital fully dilated. If i had waited any longer i would of had my baby at home! I also had a severe tear and the surgeon was great, if only i could remember her name to say thankyou! Postnatal Ward: Horrible. Was put onto the antenatal ward with my daughter at 5am, which can't have been very nice for the pregnant ladies, me waking them up as they had no room anywhere else. I then got moved to a postnatal ward where i constantly asked for help with breastfeeding which i didnt get, water which i didn't receive, tips on how to bath my baby - again no help recieved. It felt like i had just been left alone which for a first time mother can be quite daunting. The overall cleanliness of this ward was bad. Toilets had blood on the floor for quite a few hours. I discharged myself in the end, i was that unhappy. I knew i would be more comfortable in my own home with more support from my friends and family.

Philip Dylak *Director of Nursing Tameside Hospital Foundation Trust*

Thank you for submitting these comments. You clearly had mixed experiences of our services. I have passed all your comments to the senior midwife and lead consultant for the area. They will ensure that your positive comments are brought to the attention of the staff concerned, and that the other issues you raise, are addressed.

Midwife from hell

19569

Imelda1 the patient 22/05/2009

Having Fractured my Coccyx at 8 mnths my midwife explained that an epidural during labour may be unavoidable. (second child 1st baby premature) My waters broke and arrived at hospital lucky enough to see my midwife who offered me pain relief but I refused as I wanted to go on a little longer walking around. My midwife went home after shift ...enter the midwife from hell...foul mouth and should have chosen diff vocation. She walked into the room tutted at me and in front of my husband ordered me off the bed and said that if she were here when I arrived id have been sent home...took gas and air....made me walk to birth pool...ignored birth plan and gave me pethadine...did not read notes about fracture....stood in between my legs with another midwife using inappropriate language and saying "she wants an epi and she cant have one" my husband was mortified, helpless and embarassed. I finally got my "epi" with the disgruntled midwife looking on and laughing at my ability to not swear but say "oh goodness " with each contraction. I was a trainee Barrister at the time aged 29 and my husband aged 34. I already had a child but I was spoken to like a naughty inept school girl. I had a fracture which would obviously cause resistance in my pushing during labour but this midwife had no concern for me nor did she read my notes.....she shouted, spoke down to me and then disapeard as soon as my daughter was born....her focus on delivering me with no pain relief in the pool was sickening to the point of dangerous the nightmare continued on the wardrude staff....blood covered toilets...unprofessional comments..... i will never attend this hospital again. I have considered writing a personal letter to this women to discribe just how awful she made my experience but I know she wouldnt care. Please ensure no other women or girls are treated this way. i am now pregnant with my third and am terrified about my labour due to this women.....people should not have to pay privately to get caring staff!!!!!!!!!!!!!!

Philip Dylak *Director of Nursing Tameside Hospital Foundation Trust*

I must apologise for the experiences that you describe in your patient opinion posting. At Tameside we do not tolerate rudeness, poor attitude or inappropriate behavior from any member of staff. I would like to reassure you that when the behavior of staff is called into question and substantiated, we deal with the individual accordingly. The disciplinary procedure is instigated and a remedial action plan is put into place to address any shortfalls in the individual's behavior. This is then monitored very closely by the clinical managers and supervisors of midwives.

With regard to the cleanliness of the postnatal ward, staff do continuously monitor the ward bathrooms and toilets. They are cleaned on a scheduled basis as a minimum by a dedicated team and more frequently when required.

We do take every complaint very seriously. If you would like to contact me and give more details (dates, times etc) then I will look into your case and address the specific issues and, particularly, identify the individuals involved. We do encourage women to let us know where we can improve our service and also what we do well.

Midwives at Tameside work very hard to empower women to have the best pregnancy and childbirth experience that they possibly can, and I am so sorry that this was not the case for you. You make reference to the fact you are pregnant again and are terrified about your labour. If you would like to come and discuss any concerns or fears that you might have, I can arrange for you to see our Midwifery Care Lead Midwife either here at the hospital or at your home.

Thank you for your posting and I would like to apologise for the behavior of a small group of individuals who are not representative of the midwifery team here at Tameside.

Lesley Tones
Head of Midwifery and Women's Services

Tameside maternity care was second to none

21038

vickie the patient 03/09/2009

I was admitted onto ward 27 when I was 31 weeks pregnant and I stayed there till I was 38 weeks when my little girl was born. I cannot thank all the doctors, midwives and axillary staff enough for all their help, support and advice during my stay. I started bleeding and had quite severe pain down the right hand side of my body. I was discharged after 6 days but re admitted 2 days later. Dr Mulik was fantastic and so were her junior doctors. Dr Mahmood was also excellent dealing with my care when Dr Mulik wasn't available. All the auxillary staff made sure I had my meals and were always asking to change my bed. Cleanliness was not an issue. The rooms and toilets were spotless. The Labour Ward was exactly the same and the care I received there was also second to none. I cannot fault this hospital at all.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Dear Vickie,

Thank you for your kind comments about the high standards of maternity care you received at Tameside Hospital. Whilst I was concerned to read of the problems you experienced, I am very pleased that you were so happy with the clinical care you received, and the quality of the environment. I will bring your comments to the consultants and other staff you mention in your posting.

With best wishes

Tameside's care helped me come to terms with the loss of my pregnancy

21129

dippy d the patient 10/09/2009

Due to bleeding early in my pregnancy i had to have a scan at the Early Pregnancy Admissions Unit of Tameside Hospital. Through my scan it was found i had an ectopic pregnancy and was taken into theatre the same day. Unfortunately the doctors were unable to save my tube but able to do the procedure through keyhole surgery. After hearing so many things about the hospital I can honestly say I received the greatest of care in the EPAU and on ward 12. The nurses were fantastic and the anaesthetic team were amazing. They helped to calm me down and were brilliant when I came round from the operation. Within 24 hours I was allowed home and was visited by 2 doctors before I was discharged. I am now coming to terms with the loss of my pregnancy which took 2 years to conceive but I feel the care I received in the EPAU has contributed so much to my recovery. I would like to say special thankyou's to Doreen on the EPAU and the nursing team on ward 12.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for taking the time to comment on the care you received at Tameside Hospital. You have clearly had a traumatic time, but I was pleased that you felt you received the greatest of care in our Obstetric and Gynaecology unit. I have passed on your kind comments to the staff concerned. Please accept my best wishes for the future.

Cant thank them enough for the care of my granddaughter

26160

karen50 a relative 21/11/2009

My daughter was taken to Tameside general after giving birth at home. She had all her ante natal care under her gps surgery and St Marys hospital but when she had the baby at home the ambulance took her to the nearest hospital which was Tameside. Baby was only 3lb 14oz at 37+4 weeks and needed to go into special care. The care and attention both my daughter and granddaughter received was way above what we expected. I have seen some bad reports on this hospital but in my opinion they were the best. Nothing was ever too much for the staff in special care unit. I would like to say a big THANK YOU to all the staff without you I daren't think what could have happened. My grand daughter is now a massive 9lb 8oz. Once again thank you for my special little princess.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Dear Karen,

What a lovely story – thank you for posting it. I will certainly make sure all the staff involved are aware. Please extend my very best wishes to your daughter and grand-daughter. I am sure other families in similar situations will find your message of great help.

Best wishes

My experience of ante-natal care at Tameside General

32558

shamoo the patient 18/05/2010

Due to experiencing slight bleeding at 28 and 31 weeks, I attended the antenatal unit twice to be checked over. On the first occasion I was kept in and spent the night on the Ward. I have to say that overall my experience was good, it's our first baby and as my husband works away I was scared and the nursing staff and Doctors were lovely and reassuring. My reason for writing this is that I was concerned by something I witnessed first hand. I was sat on my bed on the ward when the cleaner came around, I watched as she wiped the window ledges, the retractable tables over the beds and then to my horror, she began wiping down the plastic incubators at the side of the beds, all with the same cloth without rinsing or using any type of cleaning fluid. I'm not an expert on MRSA and the spread of infections but I can't imagine that this practice is one which supports the regular use of hand disinfecting which you are constantly reminded of around the hospital. I wasn't at all surprised to hear that the hospital had a problem with MRSA after I left. Our baby is due in 3 weeks time and my bag is packed, complete with my own cleaning wipes and disinfectant, I'm not prepared to take any risks, my other choice of hospital is Oldham...

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

The hospital cleaners operate a microfibre cleaning systems which is nationally recognised as providing the best standards of infection control. A clean damp micro fibre cloth is used in each room or area until all 8 (folded) surfaces of the cloth have been used or the area is completed. The cloth is then put into a laundry bag. This means that any dust etc collected by the cloth in one area is not transferred to any other area. The floor is dust mopped with a disposable dust control cloth; all debris collected along with the used dust control cloth is disposed of in the waste sack. Then using a damp micro fibre mop the floor is mopped until the mop becomes soiled / too dry to be effective or the room is completed. It is then put in a separate laundry bag. Several cloths and mops may be used to clean a relatively small area.

There is no need to carry a bucket of water and cleaning solution around to rinse and re-wet cloths or mops. This greatly reduces the risk of cross infection (transferring bacteria from one surface or area to another).

The cleaning staff in the ante-natal ward have been given refresher training in the use of the microfibre system to ensure that they are using it correctly.

Many thanks
Philip Dylak
Director of Nursing

We have made
a change

The excellent care afforded to my daughter-in-law and grandson

39150

Madge a relative 11/08/2010

My daughter-in-law was pregnant with her first child and was so excited about the prospects of becoming a first time mother. Unfortunately things did not go as the text book described and both my son and daughter in law were extremely distressed. The staff on the ante-natal ward and then in Labour ward were excellent. Everything was explained to them at each of the stages. The medical team and the nursing team gave reassurance and in spite of my daughter-in-laws insistence on having a normal birth she was advised it would be safer to consent to having the baby by caesarean section. Following the birth both mother and baby received the required intensive treatment leading to their discharge eight days later. My thanks go out to the Maternity team staff and the Infection Control Team and Microbiology staff for so swiftly acting on what could have been a very different outcome. Not content with being the star of the show in the Maternity Unit the baby was readmitted to the Childrens Unit where the staff again gave my son and his wife the support and care they needed along with the excellent care afforded to their baby. Again thank you seems a very small thing to say when faced with such a daunting situation. I must thank also the Car Parking Team who provided my son with a Car Parking permit available whenever patients relatives are faced with long term visiting. Thank you for your excellent support

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Dear Madge,

Many thanks for your kind posting about the care that your daughter in law and son received whilst she was having her baby here at Tameside. All the staff work extremely hard and do take pride in giving all women and their families the best possible care at all times.

I will ensure that all the team including infection control, microbiology department, the children's unit and the car parking team receive copies of your posting.

Thank you very much for the positive words and may I take this opportunity to wish yourself, your daughter in law, your son and your grand child very best wishes for the future!

Lesley Tones
Head of Midwifery

Looked after when my caesarean scar opened up

40460

pennies474 the patient 21/09/2010

I had a caesarean section at the end of august at Tameside Hospital, everything was brilliant, was looked after by ALL midwives. 5 days later I had the stitches removed by a community midwife, everything was fine. Following day I had bad cramps, burning and lots of pain in caesarean. I rang emergency doctor to come to my home and was told I had an infection! He gave me antibiotics and some paracetamol to clear it and hopefully stop the pain. Then at the beginning of this month everything seemed OK, was walking around no pain what so ever. Later that day I went to the toilet, coughed or sneezed thinking nothing of it and heard a little pop. Looked down to find my scar had ripped open, began to panic, rang an ambulance, got to hospital was admitted. Don't know what is happening yet but I have been looked after by all nurses 100%. Best hospital to be in.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you so much for your kind comments. It is great to know that Tameside Hospital is the best hospital to be in! I am pleased that your operation and after care went so well, but sorry to hear there were some problems after you went home. I hope you are much better very soon. I will let the midwives and nurses know about your kind comments.

Kind regards

welcome new baby

42818

vam a staff member 29/11/2010

To: Gail Sullivan Subject: welcome new baby Please welcome my new baby granddaughter: Annabel Grace to the world. Born on Saturday 13th November 2010' 14.55pm weighing 8lbs 10oz. Annabel is a very special miracle IVF Baby for my son & lovely daughter-in-law & all the family. Special thanks to St.Mary;s Hospital IVF Unit & Staff @ Tameside Maternity Hospital.It's a Privledge to work for a service that has helped my family in such a wonderful way. Thankyou seems a small token for so many lives that have been happily enriched but they come from the bottom of my heart.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you so much for your e-mail of kind words.

All the staff at Tameside endeavour to give the very best service to women and their families they possibly can at all times, and it is a pleasure to receive welcomed comments such as these. I will make sure they are aware of your comments.

Many thanks (again) for your lovely e-mail and may I take this opportunity to wish you well for the future.

Yours sincerely

Lesley Tones
Head of Midwifery and Women's Services

Labour

50166

sherreen24 the patient 03/07/2011

I was 12 days overdue when I had my little girl. I had visited hospital on a few occasions throughout my pregnancy for a few complications and felt i was treated with the highest quality of care. I didn't once have to wait to be seen, i was treated very quickly and reassured on every occasion. I went into hospital one morning towards the end of April and was induced to give birth. My labour progressed very quickly, and i went from 2cm dilated to 7cm dilated in a matter of minutes. The staff were so efficient, and kept a really cool head throughout transferring me to the labour ward. They were constantly at hand for any problems, and i was kept informed of everything that happened throughout my delivery. I cannot thank the staff on the maternity unit enough for supporting me throughout my pregnancy and labour. With only being 19 myself i thought the staff might have been very judgmental about having a baby so young, however i was treated with the utmost respect throughout my pregnancy, giving birth and my stay at hospital afterwards. I would like to thank especially the midwife that delivered my daughter, Ann Gibson, who not only delivered my daughter safely and quickly, but she also personally took me up to post-natal ward, made sure i was settled in, and then came to visit me before she left shift later that night just to make sure we were both ok! Hospital staff very rarely get praise for the jobs that they do, and i would like to particularly thank all staff on the maternity unit at Tameside Hospital. I could not have been happier with how i was treated! Thankyou!

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you so much for e-mailing your kind words.

I will ensure that all staff on the maternity unit who were involved in your care and in particular Ann Gibson get a copy of your letter.

All the staff at Tameside endeavour to give the very best service to women and their families they possibly can at all times, and it is a pleasure to receive welcomed comments such as yours. It is all too often that Tameside Hospital is put into the spotlight for all the wrong reasons.

Many thanks (again) for your lovely words and may I take this opportunity to wish you and your family well for the future.

Yours sincerely

Lesley Tones
Head of Midwifery and Women's Services

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

Please contact Philip Dylak, Director of Nursing at philip.dylak@tgh.nhs.uk

Superb care from Tameside maternity ward

50882

Twinkles2501 the patient 19/07/2011

I have had 2 babies at Tameside (Nov. 06 and January 2011) and would like to say a huge thank you to all the staff who work in the maternity department. At a time when women are feeling at their most vulnerable and need support, the maternity staff are superb. Both my births were traumatic (one was shoulder dystocia, the other a c-section) but the care I received was fantastic from auxiliary staff to consultants. I really cannot praise it highly enough.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you very much for these kind comments about the quality of maternity care at Tameside Hospital. I am sorry that both of your births were traumatic, but pleased that our staff were able to support you in what were undoubtedly difficult times for you.

I will make sure your kind comments about the staff are relayed to them.

With kind regards and best wishes

Lesley Tones
Head of Midwifery and Women's Services

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labour ward staff were fantastic

51065

eft983 the patient 22/07/2011

I went into hospital in early June, I was 35 and a half weeks pregnant. I only went to the labour ward to get checked as I didn't feel like the baby was kicking enough. It turned out I had pre-eclampsia so I was admitted. I ended up having my little girl by emergency section two days later. All the staff on the labour ward were fantastic. I found it all to be quite traumatic, my daughter is my first baby and everything happened so quickly. The doctors and nurses were all fantastic. I then spent a week on the maternity ward whilst my daughter was in NICU, she only weighed 3lb 11oz so needed some help to get stronger. That was hard, seeing all the other mums have their baby with mum, but again all the midwives & nurses were great. It was my birthday the day after my daughter's birth and they even brought me a cake, such a nice gesture. The nurses that looked after my daughter were absolutely amazing, they answered all my questions, gave me advice and made us feel at ease about leaving her there whilst I went home. My daughter spent 3 weeks on NICU, I want to thank the staff on there from the bottom of our hearts. Each and every one of them on there deserves recognition. Thanks so much.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thanks for posting these comments. It must have been quite a surprise to go into hospital for a check only to find yourself with a new born child two days later!

Congratulations on your new arrival.

I am pleased our services were able to respond to you so well at this time. I will make sure the midwives, nurses and other staff who cared for you are aware of your kind comments.

With very best wishes to you and your daughter.

Philip Dylak
DIRECTOR OF NURSING

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emergency c-section

52314

baby2 the patient 27/08/2011

I would just like to thank everyone who has taken care of me during my stay at the hospital. The midwives work so hard and you still always get a smile and are taken care of. I would also like to thank Dr Daniel Veeravalli. I am so lucky to have had him as my consultant, he is brilliant at his job and I hope he gets credit for it. Also thank you to all the hard working theatre staff who looked after me to.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

I would like to thank you for the positive comments in relation to your experience whilst in hospital and the care provided by the consultant, nursing midwifery team and Theatre staff. Your comments are valuable and provide us with reassurance that the service we are providing is meeting patient needs.

Karan Shingler
Divisional Nurse Manager
Emergency Services & Critical Care

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

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Positive atmosphere on ward 27

53667

Seeded676 the patient 03/10/2011

Thankyou to everyone on ward 27. I received excellent care and support throughout my pregnancy, Ceasarian and learning curve of breast feeding. I found the staff all so friendly, knowledgeable and understanding. Nothing was too much trouble. The atmosphere on the ward is positive and helped me feel at ease. At times I felt i was in private health care! I had no bad points + can't think of anything to change. There was a good choice of food and healthy options Many thanks

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for posting these comments. I am very pleased that you received excellent care at Tameside Hospital during and after your pregnancy. I do hope that you and your "new addition" are doing well.

I will make sure the staff in the area concerned are made aware of your posting. Comments like these are a great morale booster, and positively reinforce the efforts all our staff make to constantly improve the services we provide.

Kind regards

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

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Care after caesarian was fab

54507

diligent20 the patient 20/10/2011

I had my second c-section last week. The maternity ward did a fab job and all the theatre team that did my op - also on ward 27 the staff that looked after me after was great too, and staff on maternity unit. A lady called Karen looked after me and my baby, she was fab, 10 stars to her. She helped me with skin to skin which was very important to me. And a lady called Margaret from ward 27 who took time out to make sure I got home to my other child.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for posting these comments. I am glad that the staff of the maternity department did a "fab job". I will make sure that the staff who looked after you are made aware of your comments. I hope all is well with you and your child.

Best wishes

Philip Dylak
Director of Nursing

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Big thank you to the staff at Maternity, Tameside Hospital

54835

likely499 a relative 27/10/2011

It was on the earlier this month, at 2.25am, my little princess was born. It was the most beautiful moment in my life when I first saw my beautiful little girl, everything was perfect. I can't believe how well my girlfriend did she made it look so easy and did so well. The staff who took care of both my princesses was the best. They did everything they could to help us and did their job really well I couldn't have asked for anything more all I can say is a big thank you to all the staff at Tameside Hospital.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for these beautiful comments which the staff will be delighted to receive. I will make sure that everybody concerned is made aware of them.

With every best wish for you, your beautiful girl and your partner.

Philip Dylak
Director of Nursing

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Wonderful midwives at Tameside General

55141

junction425 the patient 03/11/2011

At the end of October I went into Tameside Hospital to be induced. My first midwife was a lady called Emma who was brilliant. She was really welcoming, put me at ease as I was quite nervous. Emma was really busy all day but was still able to give me the care I needed. She was brilliant! At 6pm I was moved to ward 26 and I was in labour. Vicky took over my care. The handover from Emma to Vicky was excellent and I felt like I was really being looked after! Vicky looked after me during strong contractions until around 10pm. She was really caring and helped me to master the art of gas and air which really helped my labour. Vicky kept a check on me and took me down to the delivery room. She stayed with me until Karen arrived. Karen was the final midwife to help me and she too was wonderful. Karen guided me through the labour and delivery, she was brilliant. Later that night my baby girl arrived fit and healthy and very content. All 3 midwives deserve recognition for their hard work and wonderful caring attitudes. Please pass on my thanks to them for making this experience as easy as it could be. I will not forget them for making it special and stress free! P.S. Emma came to see my new baby the next day which was so lovely - what a wonderful midwife!

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for posting these comments which I was delighted to read. I will make sure the maternity staff are made aware of your comments. I hope all is well with you and your family.

Best wishes

Philip Dylak
Director of Nursing

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

Please contact Philip Dylak, Director of Nursing at philip.dylak@tgh.nhs.uk

Excellent maternity care, but itchy sheets at Tameside General

55142

famous182 the patient 03/11/2011

The doctors and midwives were excellent and they provided me with excellent care. The bedsheets caused me to itch. I thought the car park fees were unacceptable as my son and husband were visiting me three times a day and it cost £10 per day on average.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for these kind comments which I will forward to the doctors and midwives in the maternity unit. I will pass on the comments about the bed sheets to the relevant department.

We offer special rates for frequent car parking and I will make sure that the maternity staff are aware of the rules.

With every best wish.

Philip Dylak
Director of Nursing

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Thank you to the staff on Ward 27 at Tameside General

56104

opal844 the patient 22/11/2011

In ward 27 the midwife Lynsey was particularly helpful. I was not very confident with breast feeding and Lynsey was really patient and gave me great advice. The assistant midwives were also very kind and helpful. It was my first ever stay in hospital and all the staff made it very pleasant. Thank you to the staff of ward 27.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

I was so pleased to receive these very positive comments about the Maternity Services at Tameside Hospital. This kind of feedback is a very valuable way of letting us know that our education programmes are meeting the needs of those who use our services. I will pass these comments on to the staff concerned and to their manager, all of whom will be as pleased as I am. May I also take this opportunity to welcome your new arrival into the world and wish you all the best for the future.

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

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Fantastic maternity care at Tameside General Hospital

56284

full352 the patient 24/11/2011

Care on labour ward was fantastic. The midwife was lovely and worked hard with a 'difficult' patient. When I experienced problems the staff were non nonsense and got on with what needed to be done. On ward 27 the midwives were very supportive. In particular the night shift staff on my second night. I was struggling a lot with feeding and they supported and comforted me as much as I needed. Despite the trauma of the events and my desperate need to go home, the care I received was fantastic.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for posting these comments. I am pleased that you found the care on the labour ward at Tameside Hospital to be fantastic. Everyone works hard to do their best for patients, and it is always a great boost for staff when they receive positive feedback like this. I am sorry to read that you had some difficulties, but very pleased to see that our staff were able to help you through them. I hope all is well for you and your family now.

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

Please contact Philip Dylak, Director of Nursing at philip.dylak@tgh.nhs.uk

Felt ignored whilst in labour at Tameside General

56461

rain744 the patient 28/11/2011

I recently went into labour 5 days early. I arrived at the hospital, and was told that someone would bring me gas + air (which didn't happen). I asked for an epidural shortly after admission as I was 7cm dilated and in unbearable pain. I felt that this request was completely ignored! An hour after this request I was given gas + air, and shortly afterwards my baby arrived. I was in the delivery suite for another 7 hours whilst I was on drip, me and my boyfriend weren't offered any refreshments. Early the next morning I was moved to ward 27, a ward where I was the only one with a baby! I was let home later that night without anyone checking on my blood loss or giving me iron tablets as my iron level was low (I lost 1.5 lt of blood during labour).

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

I would like to take this opportunity to thank you for your feedback regarding the care you received whilst on the central delivery suite (CDS) and Ward 27.

It is regrettable that you felt that you were ignored and not given appropriate care and assure you that this is not common practice.

Should you wish to meet to discuss your concerns then please do not hesitate to make contact so that I can attempt to address your specific issues but in order to do so I need to have more detailed information about yourself.

In the meantime please let me assure you that the all comments are taken seriously and discussed with all the team with actions taken as required.

Lesley Tones
Head of Midwifery and Women's Services
Supervisor of Midwives

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

Please contact Philip Dylak, Director of Nursing at philip.dylak@tgh.nhs.uk

Maternity care fantastic at Tameside

56897

just455 the patient 06/12/2011

The standard of care at Tameside Maternity Unit was fantastic. Every single person who worked on the ward took time to make sure I was OK, I was looked after and nothing was too much trouble. I can't thank them enough for what they did for me and my baby.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for posting these comments. I am delighted that you felt the standard of maternity care at Tameside Hospital was fantastic. As you will see from this website Tameside Hospital's services get a great many positive postings. I will make sure that the staff in the area concerned know how pleased you were with the service you received. I am sure they will be delighted too.
May I wish you and your new arrival all the very best.

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

Please contact Philip Dylak, Director of Nursing at philip.dylak@tgh.nhs.uk

Fantastic maternity care at Tameside General

57142

North161 the patient 12/12/2011

During both the delivery and aftercare of our son and myself, all the staff on the labour and maternity ward were fantastic. This was the birth of my first child; a daunting and worrying experience. However, the support I received from all the staff, not just the midwives, was brilliant. Only negative was the cost of car parking, which is far too expensive.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

I am very pleased that you felt the maternity care at Tameside Hospital was fantastic. The birth of the first born can be a time of particular worry and concern. I will pass on your comments about the positive care to the staff concerned – and also your comments regarding car parking fees. Special rates apply for some users of our services and it may be worth asking our staff about these.

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

Please contact Philip Dylak, Director of Nursing at philip.dylak@tgh.nhs.uk

Big thank you to staff at Tameside Hospital maternity ward

58449

piper840 the patient 12/01/2012

I want to say a big thank you to all the staff responsible for my care - especially the midwives and staff on ward 27. Even when experiencing problems in labour (didn't progress and led to c-section), the staff kept my partner and I calm and really well informed of what was happening. This included contact with the consultant on duty at the time. Both my partner and I work in the public sector and are fully aware of the immense pressures facing local services. Not once did these pressures pass onto patient care which is a real testament to the staff at Tameside General Hospital.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for taking the time to post these comments. I am very pleased that your care at Tameside General Hospital was so good. I will pass on your comments. I hope all three of you are very well.

Kind regards

Philip Dylak
DIRECTOR OF NURSING

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

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Antenatal clinic at Tameside

59737

Andy73 a relative 06/02/2012

The care provided by the Antenatal clinic and in particular Gill was first class. After my wife was diagnosed to have Anti C, an antibody which can cause the baby to be born with anaemia or haemolytic disease, Gill the midwife explained everything to us in lay terms that was easy for us to understand and gave us great advice on making sure the antibody levels didn't rise. Her level of care was above and beyond our expectations and we would like to personally thank her. Our son was born last week and is doing really well and we wanted to thank everyone in Antenatal, delivery suite and ward 27 for their first class care.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for posting these comments. This must have been a very worrying time for you and your wife. I am pleased that the outcome was so positive, and will make sure midwife Gill is made aware of your kind comments.

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

Please contact Philip Dylak, Director of Nursing at philip.dylak@tgh.nhs.uk

Incredible staff on maternity ward, Tameside General Hospital

59816

stone287 the patient 07/02/2012

From start to finish the care I received from the labour and maternity wards was excellent. Being a first time mother and not knowing really what to expect from the whole situation, at every point of contact and treatment the midwives were so helpful and encouraging. Treatment received was excellent, Karen the midwife who looked after me throughout my labour was incredible she made me at ease in such an unsure situation - I really can't thank her enough. Dawn and Katie who looked after me through my delivery were also fab. It's great to see trainee's such as Katie so confident and capable. The encouragement, guidance and treatment from Dawn and Katie made the birth of my child 'almost' pleasurable. :) Aftercare and advice from all the midwives and students both on the labour ward and ward 27 was amazing. Lots of helpful guidance regarding breast feeding. Everyone is so attentive and caring. We can't thank them enough for their care, dedication and hard work. A massive thank you to all the ladies we came into contact with, you are all incredible.

Philip Dylak *Director of Nursing* Tameside Hospital Foundation Trust

Thank you for posting these comments. I am delighted that you found the maternity care at Tameside Hospital to be excellent. This is recognised as a top class service, but the staff will nevertheless appreciate the feedback which I will make sure they get.

I am please you got all the help and advice you needed – I know things can be rather bewildering at the time of birth, particularly the first child.

I hope you and you new family are all very well and enjoying the wonderful pleasures that a new child brings.

Best wishes

Philip Dylak

Would you like to help the hospital to improve its services further? We are currently looking for patients and carers to become involved in a development called "Patient Stories". We want to know more about our services from the point of view of those who received them – what was good, bad, what could be improved, what should be changed. Want to know more about what's involved?

Please contact Philip Dylak, Director of Nursing at philip.dylak@tgh.nhs.uk

Would suggest to anyone to have their baby at Tameside General

61178

snow326 the patient 27/02/2012

I was recently booked in for a planned c-section, and was just wanting to share my opinion of the treatment given. All of the midwives, theatre nurses and anaesthetists delivered fantastic care. I would suggest to anyone to have their baby at Tameside General Hospital. I would just like to add this is the third baby I've had there and my opinion has never faltered.