



Maternity Service Project Report

April 2018



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Introduction

Healthwatch Rochdale is the local independent champion for people using health and social care services in the Rochdale borough. We exist to ensure that people are at the heart of care and have the power to ensure that people's voices are heard by those running services.

Healthwatch Rochdale's role is to speak to Rochdale's residents about their views and experiences of local health and social care to discover what they like about services and where improvements could be made. We share this information with those running local services as well as Healthwatch England and the Care Quality Commission (CQC) to ensure people's voices are heard on a local and national level.

Healthwatch Rochdale went out for public consultation to give Rochdale residents and professionals an opportunity to vote for the areas of health and social care they wanted us to work in for 2017/18, and Pennine Acute Hospitals NHS Trust (PAHT) was one of the top four areas chosen.

Following on from the public consultation Healthwatch Rochdale reviewed the feedback received over the previous twelve months regarding PAHT, and a trend was found demonstrating that a proportion of patients were having negative experiences with maternity services which related to issues of quality of care and access to services. Healthwatch Rochdale therefore decided to investigate people's experiences of maternity care in local hospitals further.

Methodology

This study is based on analysis of 240 female participants responses. People were asked their views about a range of experiences related to maternity services they might have had at hospitals serving the Rochdale area. The analysis will focus on the three-way findings from Royal Oldham Hospital, North Manchester Hospital, and 'Other' local hospitals.

In order to help with equalities monitoring, there is also a comparison of whether the responses of people self-identifying as BAME (British, Black, Asian, and minority ethnic) differ in any significant way from the overall responses. The data was collected using online engagement through Survey Monkey and face to face engagement with local Sure Start Centres and community groups.



Who Healthwatch Rochdale spoke to

Age Range	<18	18-21	22-25	26-35	36-45	TOTAL
Number of People	3	17	28	139	44	231

Ethnicity	White British	White and Black Caribbean	White and Asian	Pakistani	Indian	Caribbean	Bangladeshi	African	Other	TOTAL
Number of People	179	4	3	19	1	2	10	3	8	229

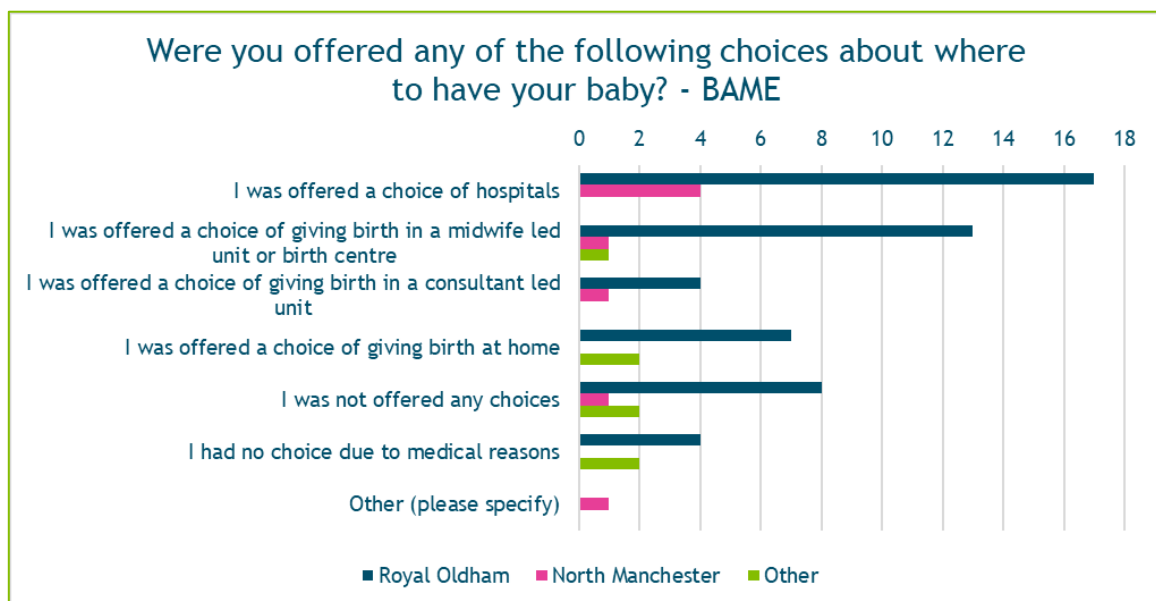
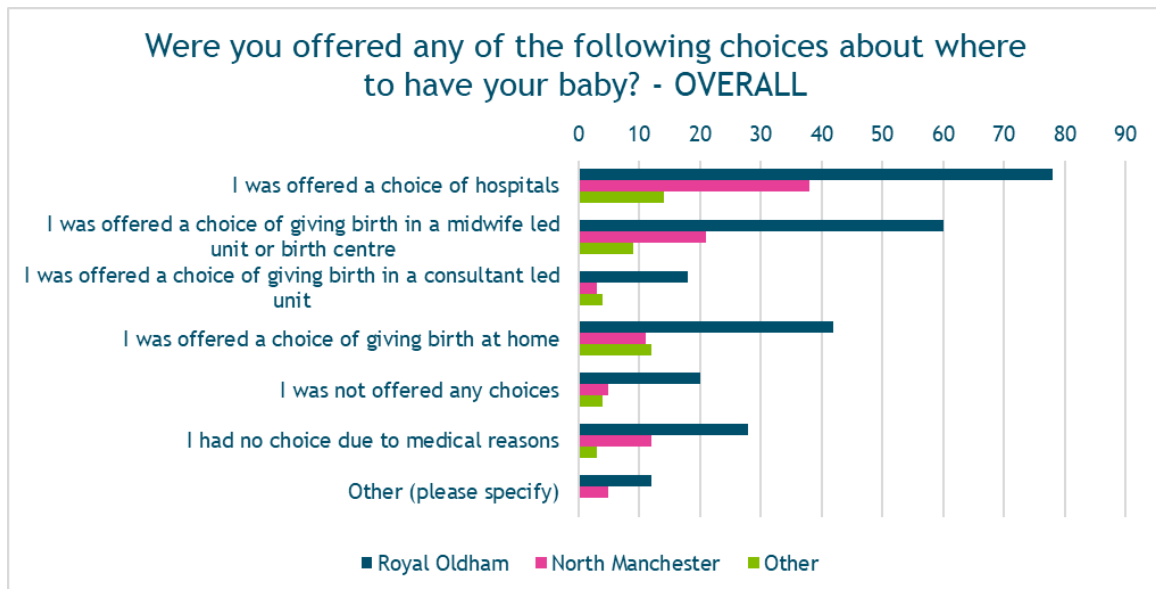
Hospital	Baby Birth Year			TOTAL
	2018-2016	2015-2000	<1999	
Royal Oldham	133	23	0	156
North Manchester	38	17	0	55
Other	19	6	3	28
TOTAL	190	46	3	





Results

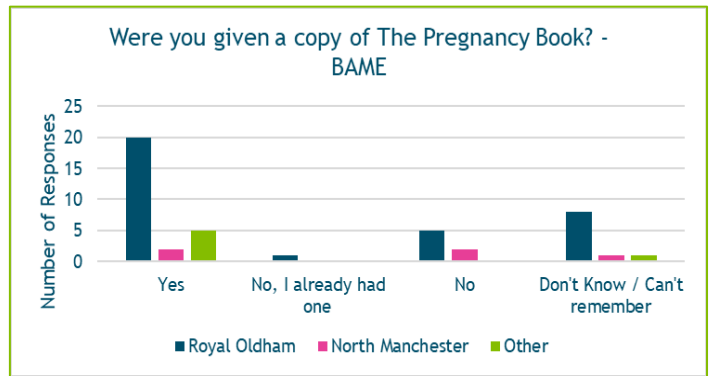
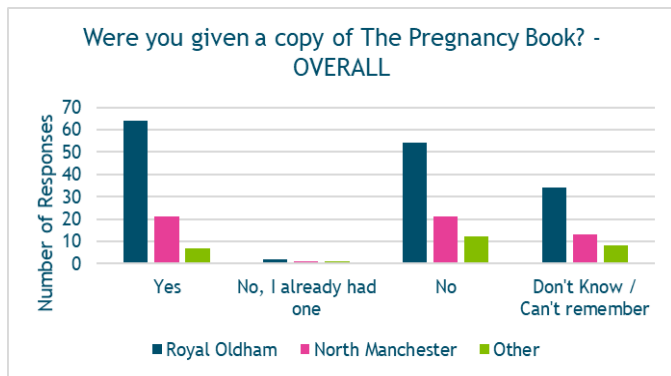
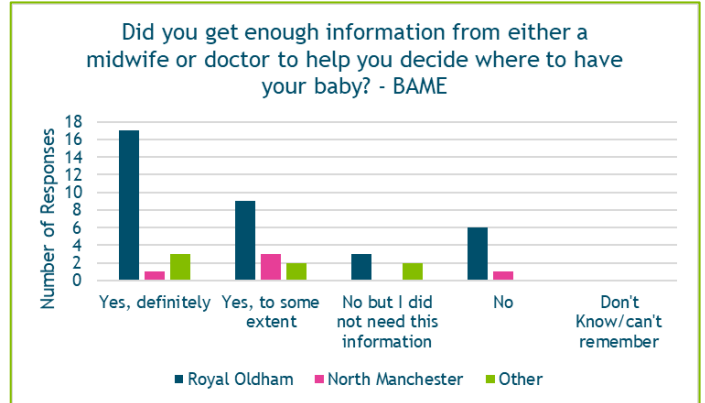
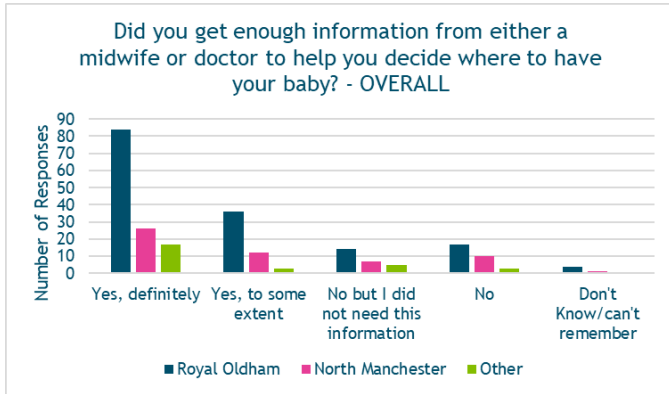
Choices Offered Regarding Birth Place



The data highlighted that most were offered a choice of hospital, midwife led unit, or home birth across all three sites. Within the **BAME** data there was a notably higher incidence of not being offered any choices at Royal Oldham. At North Manchester BAME respondents were less likely to be offered a midwife led birth centre, or a home birth.



Information Handed Out

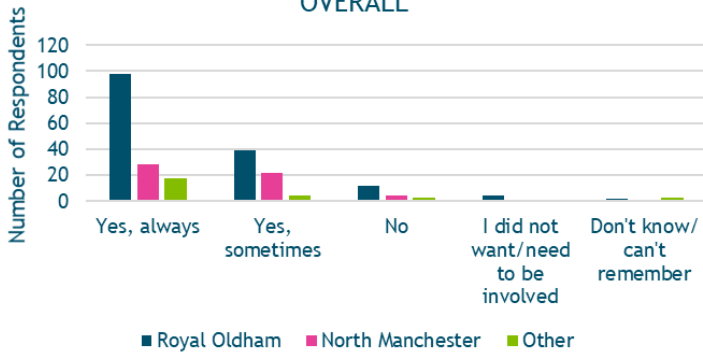


Most respondents did get enough information across all three sites. BAME responses were slightly higher for 'no' at Royal Oldham. Overall, almost as many did not receive a copy of The Pregnancy Book as did get one. BAME respondents were more likely to say they received a copy of The Pregnancy Book.

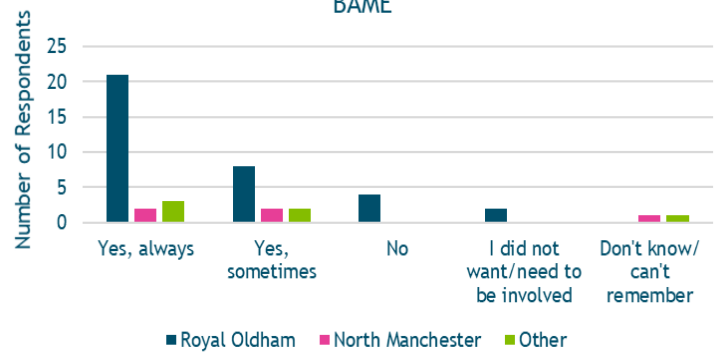


Antenatal and Start of Labour

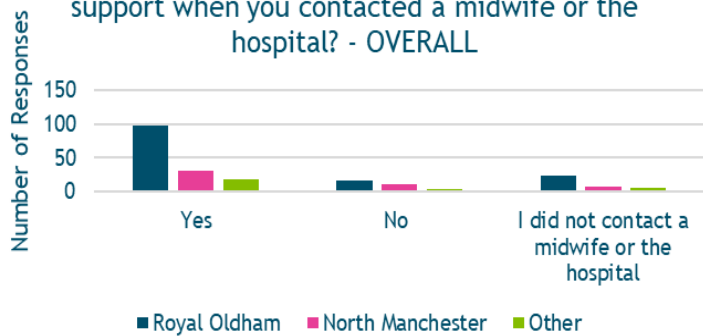
Thinking about your antenatal care, were you involved enough in decisions about your care? - OVERALL



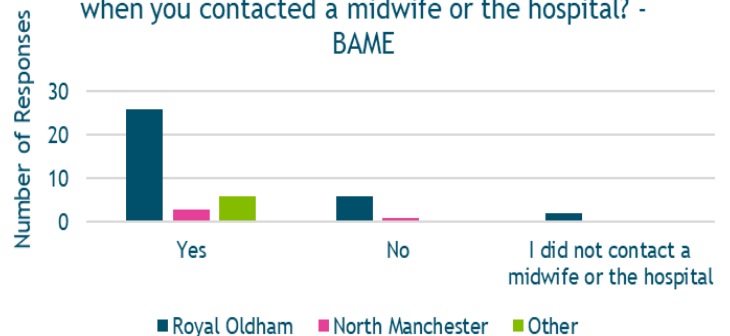
Thinking about your antenatal care, were you involved enough in decisions about your care? - BAME



At the very start of your labour, did you feel that you were given appropriate advice and support when you contacted a midwife or the hospital? - OVERALL



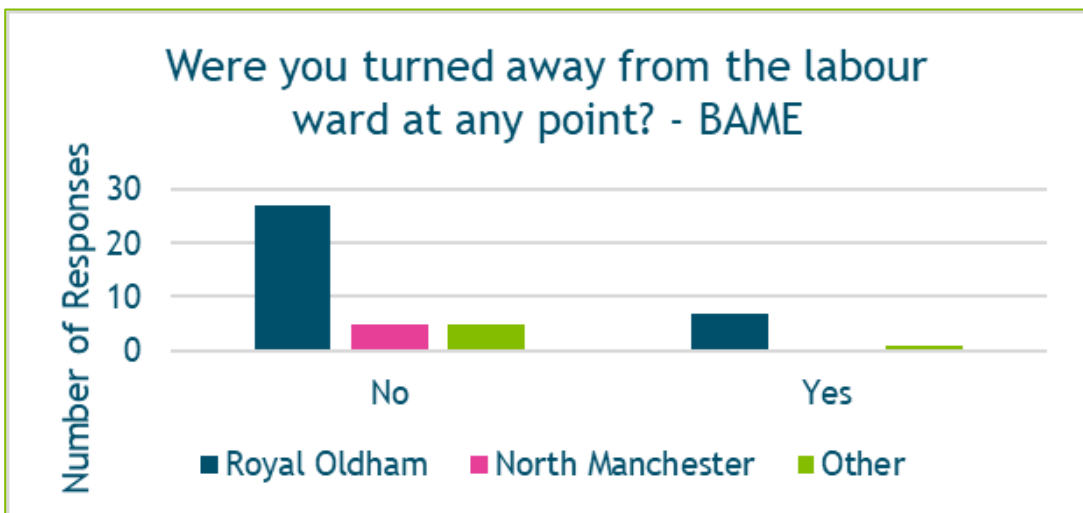
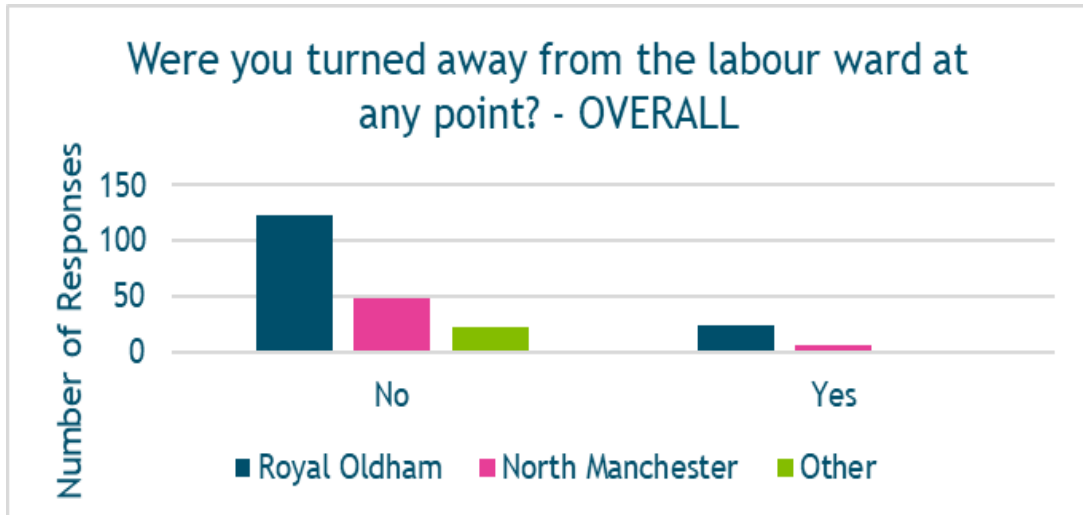
At the very start of your labour, did you feel that you were given appropriate advice and support when you contacted a midwife or the hospital? - BAME



Overall most respondents felt they were involved enough in their antenatal care. When contacting a midwife people said they usually had appropriate advice and support.



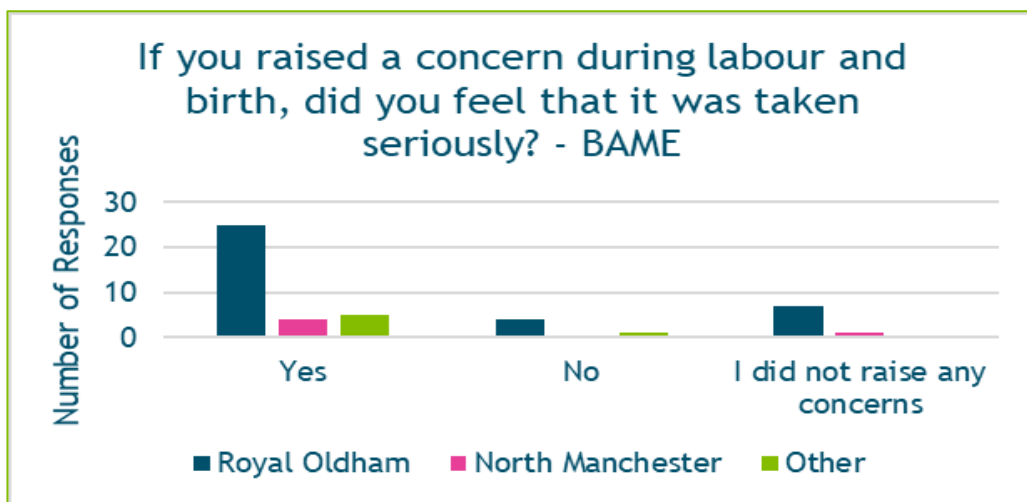
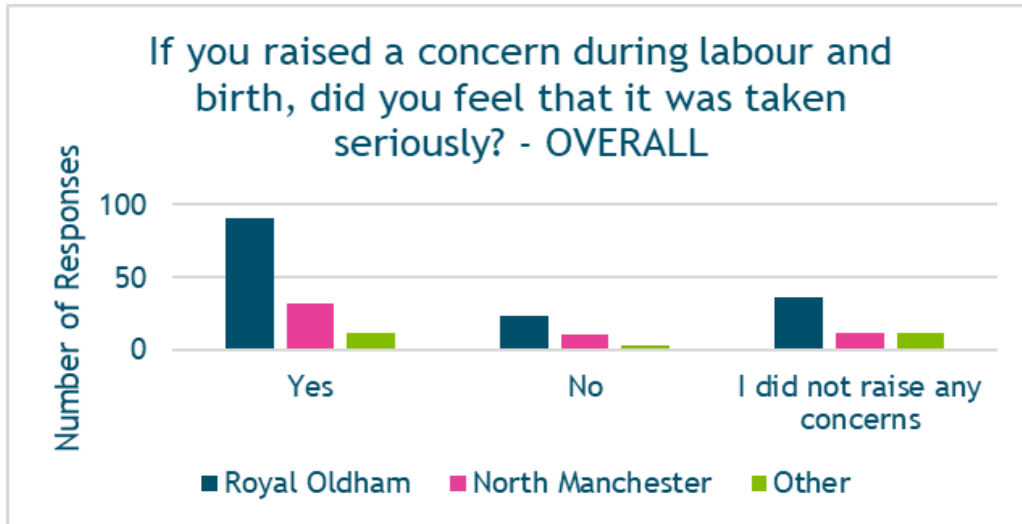
Labour Wards



A majority of people were not turned away from the labour ward at any time.



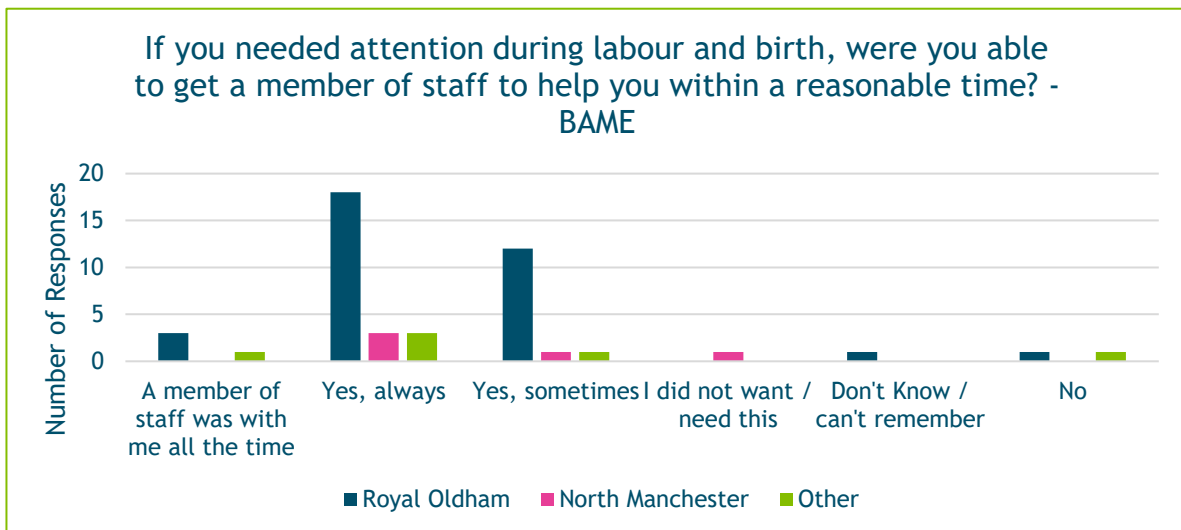
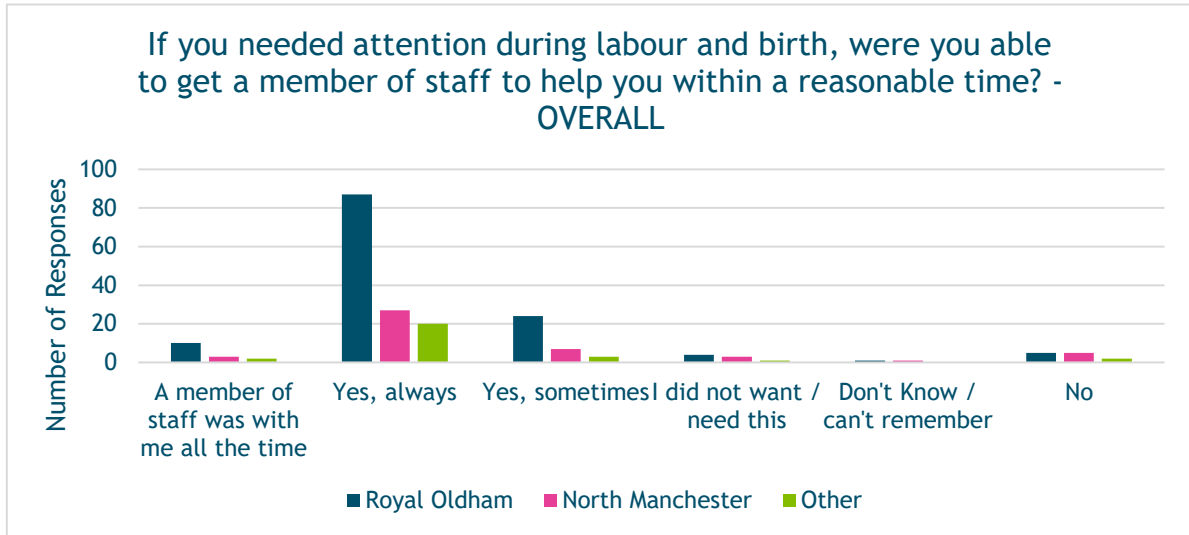
Concerns During Birth



People mostly felt that any concern raised during birth was dealt with seriously. A majority stated that they were treated with respect and dignity.

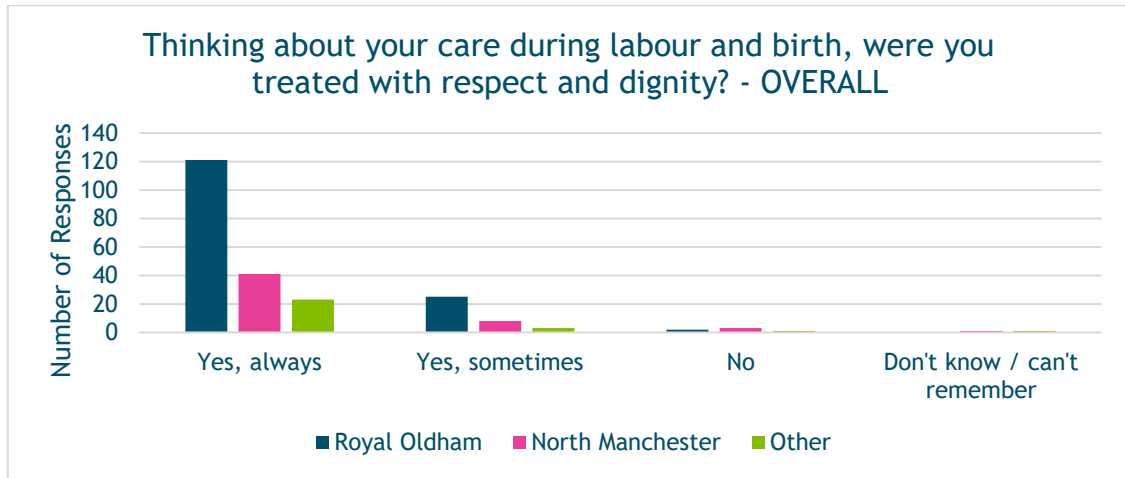


Confidence and Trust, and Number of Midwives





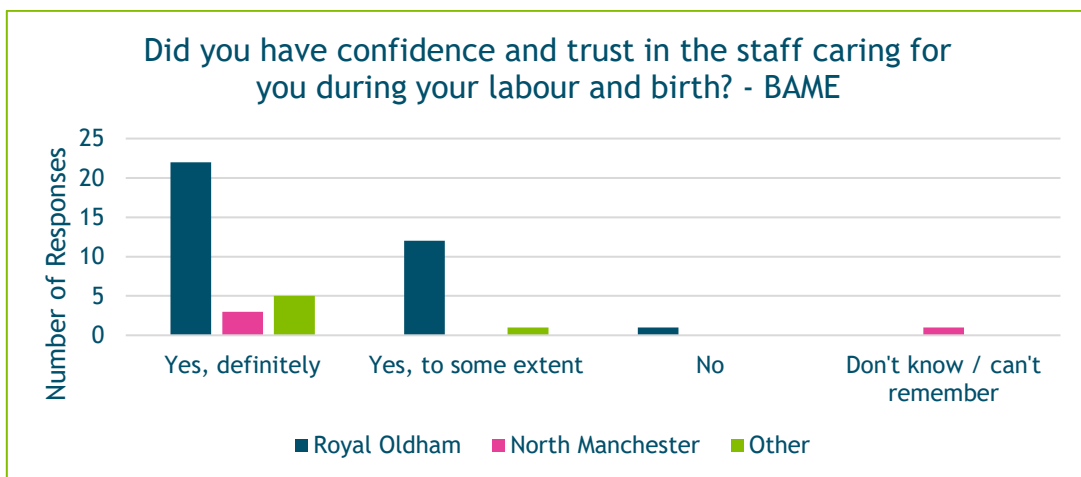
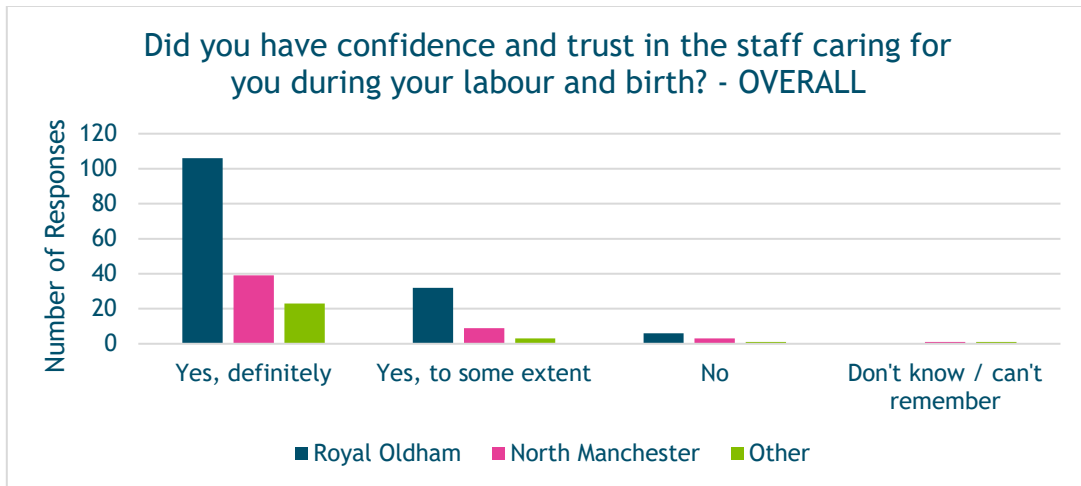
Confidence and Trust, and Number of Midwives



People said they had trust and confidence in maternity staff during birth. Overall at Royal Oldham people saw between 'three' and 'five+' midwives. At North Manchester they said they had seen 'two' or 'five+' midwives. The BAME findings were similar to the overall ones. Notably Royal Oldham patients reported seeing 'one', 'four' and 'five+' midwives.

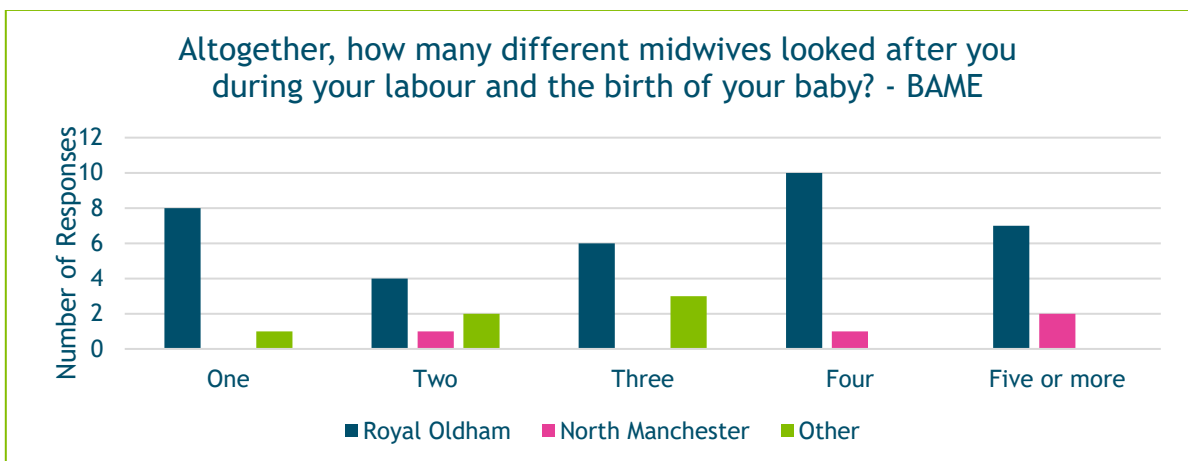
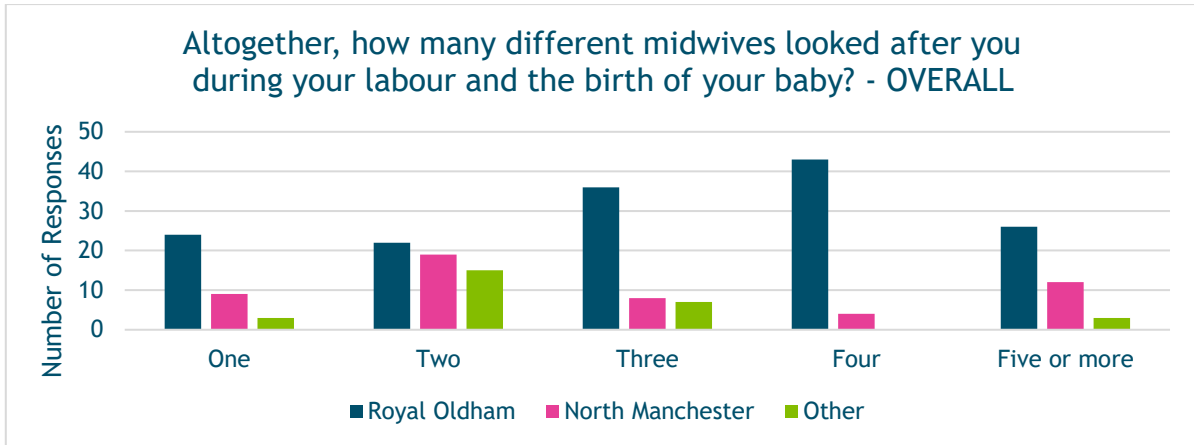


Length of Stay, and Attention Required After Giving Birth





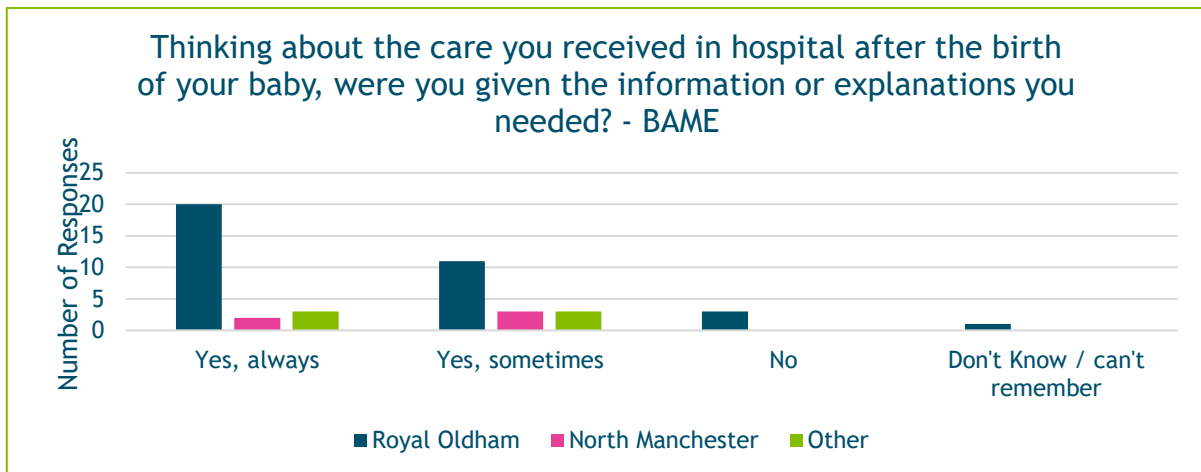
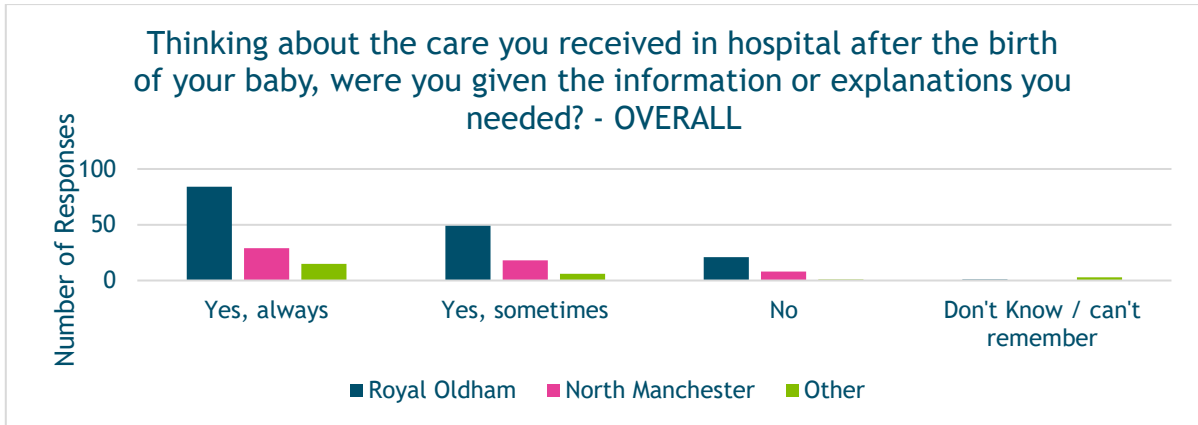
Length of Stay, and Attention Required After Giving Birth



Overall people felt their stay was long enough. BAME responses differed in Royal Oldham, with more feeling the stay was too short or too long. Respondents said they were able to get attention within a reasonable time, should they need it after giving birth.



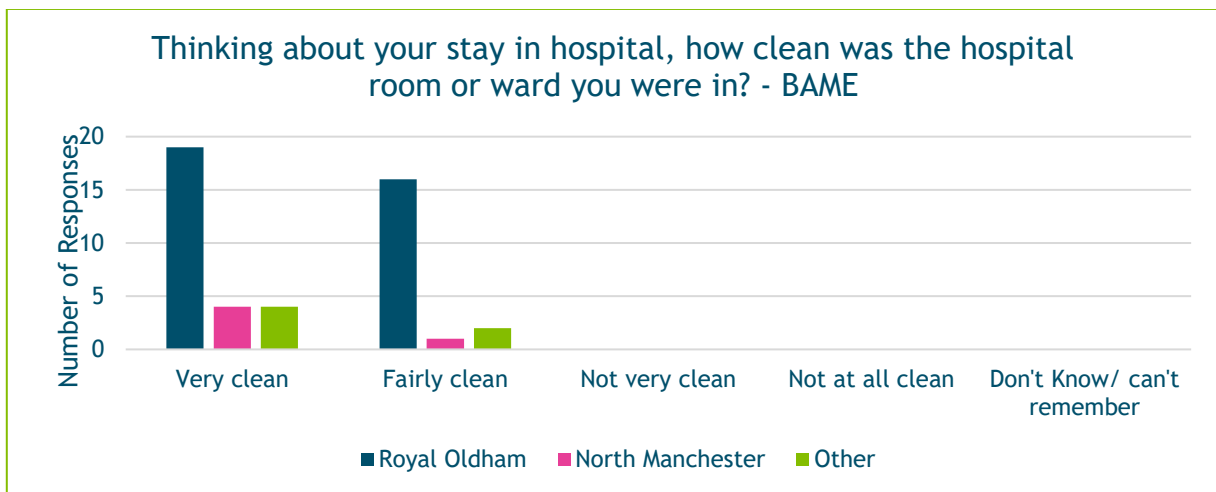
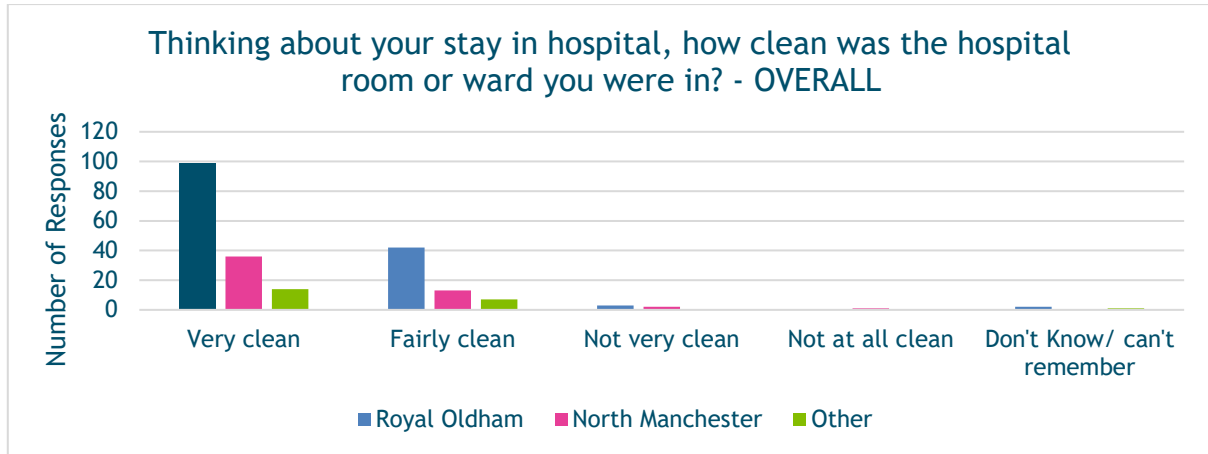
Care Received After Birth, and Hospital Cleanliness



In the overall responses people did get the information they needed following birth.



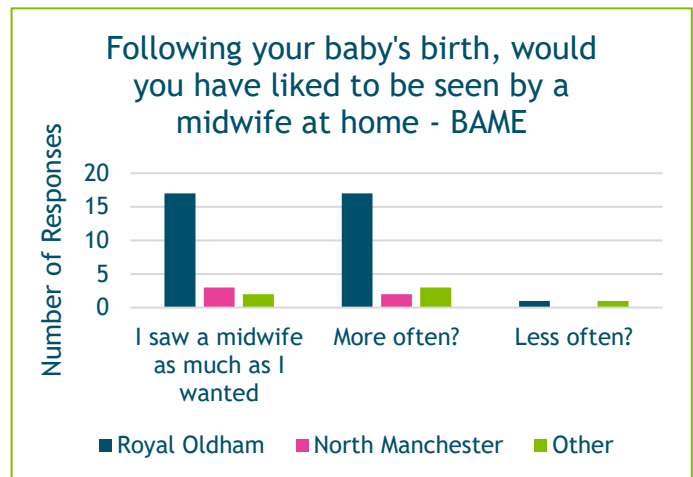
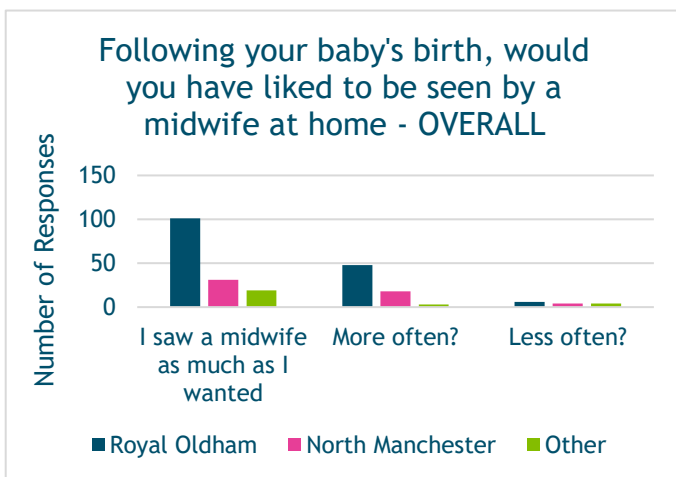
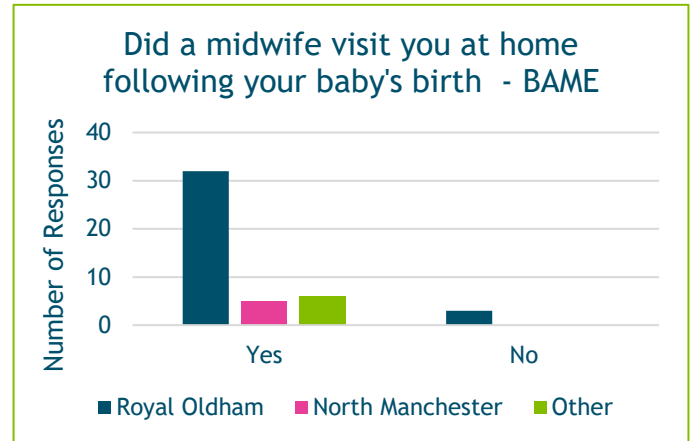
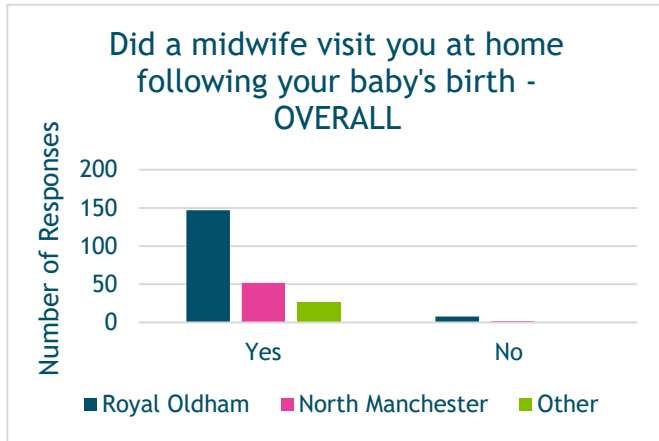
Care Received After Birth, and Hospital Cleanliness



The data highlights the Hospital rooms or wards were felt to be very clean or fairly clean.



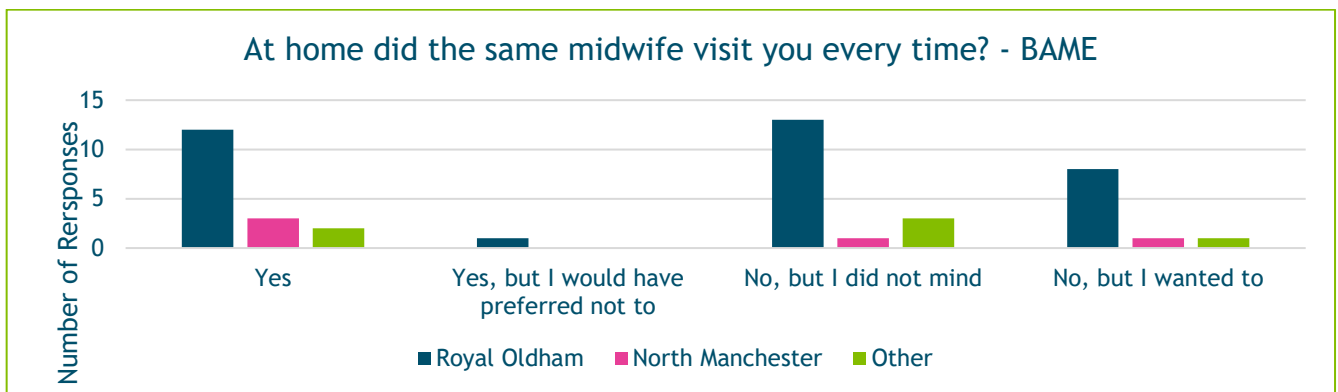
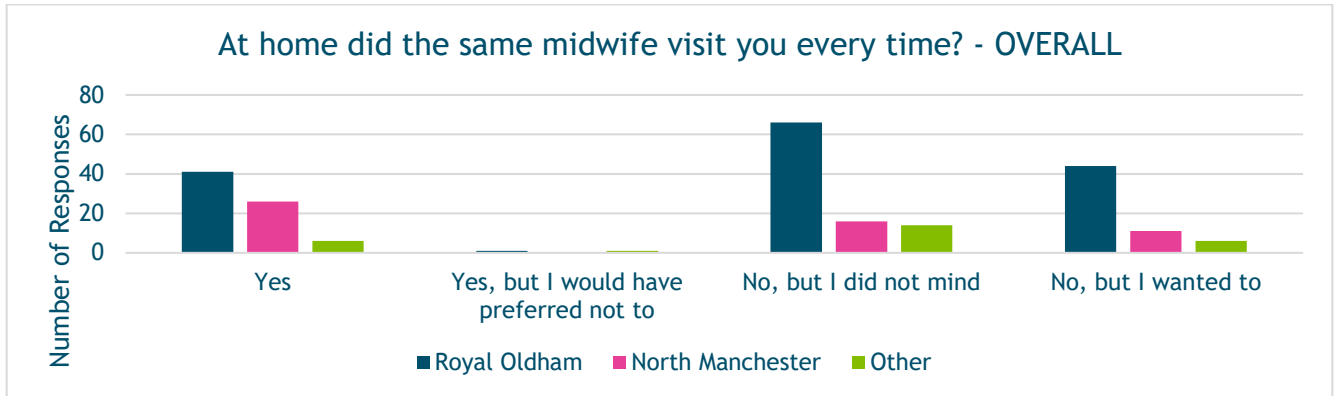
Midwife Visits at Home, and Frequency of Visits



Most people were visited by a midwife following returning home. Overall people thought the midwife came as much as needed. There were those that thought more time was needed, and for BAME respondents this was more true than in the overall responses.



Same Midwife Visits



Overall the picture for same midwife visits is mixed. For Royal Oldham while many people did see the same midwife, slightly more said this did not happen, but wished it did. From the Royal Oldham experiences a significant number were not concerned if the same midwife visited. At North Manchester more people did get the same midwife, or did not mind. There was not a lot of difference for BAME respondents, though slightly more did say they had the same midwife from the Royal Oldham data. BAME respondents had similar views to the overall on other preferences.



The Comments

A selection of comments are included in this section to give details about people's experiences during maternity care.

The majority of comments come from people using Royal Oldham hospital, this is due to most of the participants in this study having used Royal Oldham. Though there are comments from people selecting 'other' hospitals than Royal Oldham or North Manchester, they were not detailed enough to fit in this section. A full total for the comments received can be found at the end of this report.

Hospital	Positive	Neutral	Mixed	Negative	TOTAL NUMBER OF COMMENTS
Royal Oldham	15	17	5	46	83
North Manchester	5	8	1	9	23
Other	0	9	0	0	9
TOTAL	20	34	6	55	



The Comments – Royal Oldham

I have praise for...

A midwife really fought for my choice to have my baby at home, due to medical reasons - initially wasn't keen.

Amazing staff!

Could not have had a better midwife, she really helped me. Just very busy and short staffed, not midwives fault.

I had an excellent one-to-one care throughout my labour. The midwives were brilliant.

I had two amazing midwives with me on the labour ward (one was a student) - they were so kind and caring and helped me through every single step. Very supportive!

The midwife never left the room till I was ready to go home with Baby. Brilliant. The midwives during labour were amazing and kind.

Domestics were amazing.

Excellent room, very calm + peaceful pull down double bed!



The Comments - Royal Oldham

I have concerns about...

But I called and they said I wasn't ready but when I went in I was 7cm and the advice they'd given was wrong.

I had been admitted with irregular contractions. I was discharged with no examination or observations done and told I was in slow labour and "to take some paracetamol and stick it out at home". Luckily I had a consultant appointment in Rochdale where it was discovered my baby was lying transverse with his cord over my cervix and my waters were bulging. The consultant at Rochdale was extremely cross I had been discharged without any observations and was rushed back to Oldham in an ambulance.

I was induced and they did not have beds. I was not taken to the labour ward until four days after being admitted.

Didn't feel I was taken seriously when full labour kicked in after induction. Wouldn't check me as within 24 of pessary. After pushing and pushing was finally checked and I was about to deliver on was rushed to labour ward trying not to push whilst travelling down the corridors.

There was no space so had to start labour in a crowded room.

Very short staffed during night shift was cared for by a second year student following major surgery.

I felt like I was dismissed.

Midwife very brutal no offer of pain relief and not told what was going to happen during. Labour went very well, afterbirth was a disorganised panic filled. Bathroom was full of blood.

I was given a room after being on a ward for four days. Bathroom hadn't been cleaned at all. Someone had dirtied the bathroom when I needed to use it. Told a student midwife who failed to get it clean. Twice I had to mention it and walk to the toilet on next room having c section.



The Comments – North Manchester

I have praise for...

*My midwife...was easy to get in touch with at all time when I had concerns or needed advice.
The member who stayed with me was amazing.*

I had a very fast labour and birth and my midwives was both amazing. I had no time for the pain relief I had requested but they did a great job at reassuring me.

Yes after the first midwife had left I felt like the subsequent midwives were extremely patient and caring.

Always made my bed.



The Comments – North Manchester

I have concerns about...

I was told to go for a twenty minute walk then a bed might be available for me, if not I will just have to keep walking, said in a joking way but at 6cm dilated, I wasn't laughing.

Lady needed my bed.

I did feel unsupported but too much to go into detail here.

I had a C-section but felt that I did not have things explained to me, during a few times during I was very worried and upset due to complications and felt things were not being explained.

I was up until the delivery suite. It was staff change and I was on my own in the toilet cubicle screaming.

We had to stay for a week after birth and were totally ignored. My son was on antibiotics and they wouldn't give it him at the time.

I feel the first midwife I met at the hospital had a massive impact on my birth, it was traumatic, she shoved her hand into my vagina with some force. I felt like I'd gone into shock, from this point on I felt vulnerable to open my legs and she was getting increasingly annoyed with me. It was impacted on the rest of my experience, it was the most awful time of my life, it has put me off ever doing it again.

No confidence or trust in Midwife.



Findings

'Overall' compared with 'BAME' responses;

There were differences between the overall and BAME responses, however these were quite specific to certain questions, or a hospital within a question. It did not appear that there was a general difference between overall responses and BAME responses.

Choices offered to people - A choice of hospital is most likely to be offered. People were also likely to have a choice of midwife led unit, and home birth. For BAME respondents there were variations by hospital.

Information - People felt they had received the information they needed. When it comes to 'The Pregnancy Book' not everyone was receiving this.

Antenatal involvement / Early Labour - Respondents felt involved at antenatal care stage. They received appropriate care in early labour.

Turned away from ward / Concerns during labour - Most were not turned away from the wards. Concerns got a response.

Attention when required / Treatment with respect - People were largely able to get the attention when called for. Interactions were respectful.

Confidence and trust - There was confidence in the staff encountered, as well as trust.

Number of midwives - At Royal Oldham people said they saw between 3-5+ midwives. BAME responses showed 1, 4, 5+ to be found at Royal Oldham. At North Manchester this was either 2 or 5+ midwives.

Length of stay - Overall the length of stay was felt to be right. Notably BAME respondents were more likely to say the stay was too short, or too long; they still had a high portion which felt the stay was the right length.



Findings continued

Attention after birth - People felt they were able to get attention if needed.

Care after birth - It was felt that enough information was given.

Clean hospitals - The hospitals were largely felt to be clean.

Midwife home visits - Most were happy with the home visits they had, though some would have liked more of them.

Same midwife home visits - This was a complex picture, not everyone had the same midwife visiting each time, but many did not mind this.

The Comments

Across all the comments there are several areas to note from this survey. These should be balanced with the high number of positive comments found in the main survey data.

- Midwives and staff are often praised and felt to be doing a good job.
- Not all people were happy with their experience and when problems arose they tend to relate to confusing advice at critical points, such as when close to giving birth.
- People remembered when a midwife did not treat them well, and it is important to address these incidents or prevent them occurring.
- Some noted the lack of beds, which might mean waiting longer before having a private space for labour.
- There were incidences when people thought not enough staff were available.
- It is important to maintain cleanliness in the toilets and areas where women giving birth will stay before going into labour.



Recommendations

In relation to specific data within this report, Healthwatch Rochdale have made a number of recommendations to Pennine Acute Hospital Trust as documented below. These recommendations should be balanced with the positive information found in the main survey data.

1. The report demonstrated that BAME respondents received notably higher incidences of not being offered a choice of birth place at Royal Oldham. Healthwatch Rochdale recommends Pennine Acute Hospital Trust review its procedure in regards to sharing information relating to choice of birth place for patients of Royal Oldham for the BAME demographic.
2. The report demonstrated that that not all people were happy with their experience and when problems arose they tend to relate to confusing advice at critical points, such as when close to giving birth. Healthwatch Rochdale therefore recommend Pennine Acute Hospital Trust review the guidance given from staff to patient in a range of different scenarios , therefore to mitigate conflicting information shared with patients.
3. The report demonstrated that people remembered when a midwife did not treat them well, and it is important to address these incidents or prevent them occurring. Healthwatch Rochdale recommend that open and transparent feedback systems and opportunities are shared with patients to allow them to voice their concerns in any particular situation or occasion.
4. The report demonstrated that overall, almost as many did not receive a copy of “The Pregnancy Book” as did get one. Healthwatch Rochdale recommend that a copy of “The Pregnancy Book” is always available for patients using the Pennine Acute Hospital Trusts Maternity services.
5. The report demonstrated that some respondents noted the lack of beds, which might mean waiting longer before having a private space for labour. Healthwatch Rochdale recommend Pennine Acute Hospital Trust review their quantity of beds on the ward in relation to demand, with the aim of decreasing waiting times for patients.
6. The report demonstrated that there were incidences when people thought not enough staff were available. Healthwatch Rochdale recommend information around staffing levels is shared on the ward, to educate users of the service.
7. It was noted in the comments section of the report in relation to cleanliness of toilet areas and where women giving birth will stay before going into labour. Healthwatch Rochdale recommend a review of the cleaning matrix and hand over documents in order to maintain cleanliness in these areas.



Provider Response Action Plan

Recommendation	Response / Actions	Lead	Anticipated completion date
The report demonstrated that BAME respondents received notably higher incidences of not being offered a choice of birth place at Royal Oldham. Healthwatch Rochdale recommends Pennine Acute Hospital Trust review its procedure in regards to sharing information relating to choice of birth place for patients of Royal Oldham for the BAME demographic.	This recommendation will be addressed under recommendation 2	Matrons / Patient experience Midwife and members of the Maternity Voices Group	July 2018
The report demonstrated that that not all people were happy with their experience and when problems arose they tend to relate to confusing advice at critical points, such as when close to giving birth. Healthwatch Rochdale therefore recommend Pennine Acute Hospital Trust review the guidance given from staff to patient in a range of different scenarios, therefore to mitigate conflicting information shared with patients.	A full review is being undertaken of what information is given to our service users, when and by who. This will allow targeted work to be undertaken to ensure we provide consistency of information irrespective of who is providing it.	Matrons / Patient experience Midwife and members of the Maternity Voices Group	July 2018
The report demonstrated that people remembered when a midwife did not treat them well, and it is important to address these incidents or prevent them occurring. Healthwatch Rochdale recommend that open and transparent feedback systems and opportunities are shared with patients to allow them to voice their concerns in any particular situation or occasion.	Our patient experience midwife is reviewing the methods currently used to gather feedback from our service users and will be recommending any changes which, if implemented will allow concerns to be raised more easily. Ward managers and Matrons are being asked to undertake	Patient Experience Midwife	June 2018



	daily walk arounds of their areas to allow service users to raise concerns directly to those responsible for the areas.		
The report demonstrated that overall, almost as many did not receive a copy of “The Pregnancy Book” as did get one. Healthwatch Rochdale recommend that a copy of “The Pregnancy Book” is always available for patients using the Pennine Acute Hospital Trusts Maternity services.	The Pregnancy Book was produced by the Department of Health. Hard copies have not been printed since 2013 following a decision by the Department of Health to stop producing them. This is therefore a recommendation we will be unable to meet.		N/a
The report demonstrated that some respondents noted the lack of beds, which might mean waiting longer before having a private space for labour. Healthwatch Rochdale recommend Pennine Acute Hospital Trust review their quantity of beds on the ward in relation to demand, with the aim of decreasing waiting times for patients.	Maternity services are undertaking a number of pieces of work around the “flow” of patients through the service which include reviewing processes relating to discharges, induction of labour and caesarean section pathway. These should all help to improve capacity within the service.	Divisional Senior Leadership Team	September 2018



Appendix 1

Full comments collected

Hospital	Number of Comments
Royal Oldham	83
North Manchester	23
Other	9
TOTAL	115

Were you offered any of the following choices about where to have your baby?

Full comments – Royal Oldham

A midwife really fought for my choice to have my baby at home, due to medical reasons- initially wasn't keen.

*Baby was under consultant and needed children's doctor present at birth.
Birth Centre Oldham.*

Choice of hospital but labour ward.

C-section due to 4th pregnancy+4 C-section, home birth wasn't an option.

Due to previous stillborn, had to deliver where they had resources.

Due to previous stillborn, had to deliver where they had resources.

Elective C-section.

Induced due to high blood pressure and slow growth

N/A Baby was 10 weeks prem.

Offered a water birth.

Previous emergency C-section.



Full Comments - North Manchester

Birth room.

Had a planned C-section.

I was aware of other option, I don't remember being offered choices but I wasn't concerned as I had a planned on going into hospital.

Induction due to cholestasis.

last minute inducement.

Full comments - Other

C-section-I was informed about above but couldn't.

Had a planned C-section.

I asked for home birth.

I chose my own.

I chose to give birth at a different hospital.

Were you turned away from the labour ward at any point?

Full comments - Royal Oldham

But I called and they said I wasn't ready but when I went in I was 7cm and the advise they'd given was wrong.

Had to go to assessment, I knew I was ready to go to the ward.

However at 30 weeks I was not taken to up to the labour ward and was left to the last minute on the observation ward.

I had a planned caesarean section.

I had been admitted with irregular contractions. I was discharged with no examination or observations done and told I was in slow labour and "to take some paracetamol and stick it out at home". Luckily I had a consultant appointment in Rochdale where it was discovered my baby was lying transverse with his cord over my cervix and my waters were bulging. The consultant at Rochdale was extremely cross I had been discharged without any observations and was rushed back to Oldham in an ambulance.



I had to wait for there to be enough beds - when I actually made it there, they further delayed breaking my waters as she said there were not enough staff on the ward and they needed to make sure it was safe enough.

I was induced and they did not have beds. I was not taken to the labour ward until 4 days after being admitted

I was induced but progressed rapidly. Midwives did not feel I was advanced enough so was kept on antenatal ward. I was moved when they realised I was actually 9cm.

N/A-Although I had a planned section, I was last on the list and my section was cancelled at 16.30 when I was gowned up, so was sent home to return 4 days later.

No beds.

No beds...I was left with my waters broke for over 30hrs..and my baby had to be treated for infection because of this.

Not turned away but I think the midwife at Oldham left me at home too long. I have group B strep and should have gone in sooner. None of the midwives seemed to know about my strep B when I got there despite it being on my notes only got 1 dose of antibiotics in labour but ended up having emergency c section so luckily everything was ok.

On divert as labour ward was full. Due to be induced on Friday but wasn't induced until Saturday. Admitted 10am.

Rang triage ward given advice there was an investigation because I was given the wrong info and advised to stay at home when my waters broke, therefore induction was delayed risk infection. rang 5 days later same concerns and reduced movement told me come in ASAP then induced consultant was not happy given previous prem delivery.

The hospital midwife told me to wait because I am not ready to go into hospital, even though I in so much pain she told me not go to hospital, stay home take paracetamol and hot bath.

There was an issue at Royal Oldham and they were sending women to North Manchester. I didn't want to go there. Spoke to Senior MW and she let me stay at Oldham.

There was no space so had to start labour in a crowded room.

There were no beds available and the midwife said my waters had not gone but they had.

Too busy.

Wasn't contracting enough.

Full comments - North Manchester

During the night presented in labour I was only 1cm so they sent me home.

Had to go in early to be induced then had to have emergency c section.



I was told to go for a 20 minute walk then a bed might be available for me, if not I will just have to keep walking, said in a joking way but at 6 cm dilated, I wasn't laughing.

Lady needed my bed.

Full comments - Other

Emergency C-section.

Selective C-section= I had twins.

If you needed attention during labour and birth, were you able to get a member of staff to help you within a reasonable time?

Full comments - Royal Oldham

After C-section, staff were very good but couldn't always deal with my needs/concerns right away. They were always rushed off their feet. Staff were brilliant and did what they could when they could. They did everything but it wasn't always when asked it was often late but that was due to there not being enough of them.

Amazing staff!

Could not have had a better midwife, she really helped me. Just very busy and short staffed, not midwives fault.

Didn't feel I was taken seriously when full labour kicked in after induction. Wouldn't check me as within 24 of pessary. After pushing and pushing was finally checked and I was about to deliver on was rushed to labour ward trying not to push whilst travelling down the corridors.

Had a set midwife all way though only swapped over as shifts change both were fab.

Had section.

I do feel the team were short staffed and at 30 week should not have been left for so long.

I ended up with a hypo because I was gestational diabetic and was starved from 7pm night before but didn't go down till 4pm. Also wasn't seen by anyone for 2 1/2 when I first went into hospital.

I felt the Dr left me longer than necessary.

I had an excellent one-to-one care throughout my labour. The Midwives were brilliant. I had to amazing midwives with me on the labour ward (one was a student) - they were so kind and caring and helped me through every single step. Very supportive!

I was brought in for an induction and was stressed to being to it being an induction due to previous stillborn. Kept saying they would stop, but then other emergencies kept happening I found was quite stressful. But the care was good, it was circumstances that caused the issue.



I was brought in for induction and was stressed due to it being an induction due to previous situation. Kept saying they would stay, but when other emergencies kept happening I found was quite stressful. But the care was good, it was circumstances that caused the issue

I was induced at 40 weeks and 12 days and had to have an emergency section. I don't feel that I was monitored properly after my 1st night in hospital.

It was all very quick and someone with us throughout.

not enough staff not enough beds.

Not enough staff.

Placenta did not detach, BP 30/40. Dr were already in surgery with other patients, had to have emergency placenta removal in pre-op with only liquid Paracetamol for pain relief main issue short of staff.

The maternity ward was very busy and I was on the ante natal ward when I was in labour.

They were very busy.

Took a while to answer buzzer.

Very short staffed during night shift was cared for by a second year student following major surgery.

Full comments - North Manchester

I did feel unsupported but too much to go into detail here.

I had a C-section but felt that I did not have things explained to me, during a few times during I was very worried and upset due to complications and felt things were not being explained.

I was up until the delivery suite. It was staff change and I was on my own in the toilet cubicle screaming.

My midwife [...] was easy to get in touch with at all time when I had concerns or needed advice.

N/A had an emergency section due to baby being distressed.

The member who stayed with me was amazing.

We had to stay for a week after birth and were totally ignored. My son was on antibiotics and they wouldn't give it him at the time.



Thinking about your care during labour and birth, were you treated with respect and dignity?

Full comments - Royal Oldham

I felt like I was dismissed.

Midwife very brutal no offer of pain relief and not told what was going to happen during.

No staff, waters were left broke for over 24 hours. My baby had to be treated for sepsis.

One nurse completed internal when I asked her not to due to having contractions.

The ladies (a student + MW) were excellent.

The midwife never left the room till I was ready to go home with Baby. Brilliant.

The midwives during labour were amazing and kind.

Theatre staff did leave a clipboard on my legs during procedure which hurt!

Full comments- North Manchester

I had a very fast labour and birth and my midwives was both amazing. I had no time for the pain relief I had requested but they did a great job at reassuring me.

I feel the first midwife I met at the hospital had a massive impact on my birth, it was traumatic, she shoved her hand into my vagina with some force. I felt like I'd gone into shock, from this point on I felt vulnerable to open my legs and she was getting increasingly annoyed with me. It was impacted on the rest of my experience, it was the most awful time of my life, it has put me off ever doing it again.

Did you have confidence and trust in the staff caring for you during your labour and birth?

Full comments - Royal Oldham

Amazing 2 midwives I had and children's doctor.

As above.

But again, I was aware of the rush they were in.

I felt the midwife did not trust my own instincts in that I knew my labour was progressing.

I had to wait a long time to be induced-told to go to hospital at 11am, didn't need and went onto labour ward at 5.30am as I went into labour on my own.



I knew my labour would be fast and wanted epidural, until I begged they didn't seem to want to listen to me.

I knew my labour would be fast and wanted epidural, until I begged they didn't seem to want to listen to me.

Labour went very well, afterbirth was a disorganised panic filled.

Midwife didn't fill me with confidence and didn't check me for quiet a while initially.

Once on labour ward excellent.

Yes definitely after C-section.

Full comments - North Manchester

I literally gave birth on the corridor because I wasn't aloud back in until my contractions were so far apart.

No confidence or trust in Midwife.

Yes after the first midwife had left I felt like the subsequent midwives were extremely patient and caring.

Thinking about your stay in hospital, how clean was the hospital room or ward you were in?

Full comments - Royal Oldham

Bathroom was full of blood.

Domestics were amazing.

Excellent room, very calm + peaceful pull down double bed!

Floor was cleaned with a dirty sticky mop.

Had a private room but still needed cleaning better.

I was given a room after being on a ward for 4 days. Bathroom hadn't been cleaned at all.

My feet felt dirty on floor asked several times for clean bedding.

Someone had dirtied the bathroom when I needed to use it. Told a student midwife who failed to get it clean. Twice I had to mention it and walk to the toilet on next room having s section.

Vomit on floor.



Full comments - North Manchester

Always made my bed.

On postnatal ward for 6 days. Much conflicting advice re baby, issues with getting my episiotomy checked despite being in immense pain. The ward was very clean.

Full comments - Other

Was at home.

Didn't attend hospital.



Contact Us



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