

Patient Stories - Fairfield General Hospital

Positive comments

Staff and care

Posted by Carol Daniels 2 days ago

I was referred to the service to treat a case of Trigger finger on my left hand. I expected that this was an initial referral, but was really pleased that a steroid injection administered at the time has resolved the problem. The staff were both really thorough and helpful and fully explained the procedure, - it is great to know that if the problem re-occurs I can go straight back to them.

Good staff and care

Posted by Karon Young 5 days ago

I was referred to the service by my GP in early August and was extremely pleased when I received my appointment within a couple of weeks.

I was extremely impressed by the initial assessment undertaken by the practitioner who was very professional and whose knowledge of my condition was very reassuring.

Also the fact that I was given treatment at that appointment was a great relief to know that my symptoms could start to improve soon. My thanks to the service and staff.

Excellent staff and care

Posted by Anonymous last week

I had a recent health scare and was seen straight away by a doctor at Minden Medical Centre. I received excellent service and was referred to a Urology specialist and I was given an appointment within seven days at Fairfield hospital Bury. I had a thorough examination and a CT scan four days later followed by Cystoscopy in the next four days. From the initial consultation with my GP to be given the all clear took a total of seventeen days. I have had little cause to use the NHS but I can't fault the service and care I received. Many thanks to the doctors and nursing staff for all their care in what was a worrying time.

Excellent care

Posted by Anonymous last week

Just had to attend A & E with my son who had rather stupidly taken drugs the night before.

My son was treated in a professional, non-judgemental way by all staff and in particular by the doctor and nurse who treated him.

I felt rather ashamed having to attend A & E in these circumstances but was never made to feel that we were wasting the time of the staff, who probably had much more deserving patients to deal with.

Excellent staff

Posted by Shaun Vernon last week

I have to say that Fairfield Hospital has a service which is second to none, you could not wish for more. I have been unfortunate enough to need 3 operations in 10 months (knee's & shoulder) and every element of care and treatment is simply superb. I would like to say a big thank you to all, from the reception, nurses, theatre and the excellent catering team.

Excellent staff and care

Posted by Claire Slater last week

This morning I visited the new musculo/skeletal department in my local hospital for the first time. I have to admit I was nervous about the appointment, not knowing what to expect but I can now honestly say it was a pleasure. The staff in particular were wonderful, it was more than obvious that they genuinely cared and were only too willing to go the extra mile to ensure each patient received the best possible care and in which department it would be given. I was instantly put at ease by the professional but so friendly treatment I received. My sincere thanks to them

Excellent staff and care

Posted by Anonymous 3 weeks ago

had a shoulder operation yesterday and was in overnight on ward 9.
all the staff were amazing i was very well looked after.

Excellent staff and care

Posted by Anonymous 3 weeks ago

I attended the hospital to have a gastroscopy and I have to say the staff and everyone involved were excellent they told me everything that was going to happen and treated me with upmost respect a very well done to them all and many Thanks

Excellent staff and care

posted by Ken Taylor last month

A very thorough and efficient service.

The Advanced Physiotherapy Practitioner gave a thorough examination followed by a review of all possible ways to help.

Xray and initial trial treatment carried out in same session with a letter to a consultant at hospital of my choice being sent that day..

The Practitioner phoned me 2 days later with the result of the X ray, which confirmed the diagnosis.

Full marks on ever count

Excellent staff and care, X Ray and Physio

Posted by Richard Frost 2 months ago

I had a very helpful and informative meeting with Advanced Senior Practitioner regarding an increasingly painful, long-term knee complaint. I had been very disappointed to be informed by Ramsbottom Health Centre, after X-Ray, that I wouldn't be eligible for help. However, I was offered an appointment with the Practitioner who was very sympathetic to my situation and showed me how the knee had degenerated since earlier X-Rays taken eight years ago. Consequently I am now awaiting an appointment with a Specialist in the hope of getting rid of the pain and not fearing that I'd need two sticks to get about before long. Thanks.

Good staff and care

Posted by Mr William Goldthorp 2 months ago

An excellent patient experience from initial visit to reception, through Triage and into the treatment area itself. At all stages the staff were very attentive, friendly and caring.

In the treatment area itself I found the Doctor and attending Nurses superb in their handling of my problem. They were highly professional in their treatment whilst at the same time being friendly and informative too. Well done to all involved and many thanks for your help and getting me up and running again. A 5 star plus experience!!!

Excellent staff and care

Posted by Jill Hatcliffe 3 months ago

Excellent service. Only waited a short amount of time for an appointment. My appt lasted approximately an hour and appeared to be a very thorough examination of my condition. I was pleased with the service I received and the recommendations by the consultant

Good staff and care

Posted by Martin Rubenstein 4 months ago

IN less than 4 weeks, I went from a routine PSA blood test art my GP's surgery to knowing the results of a biopsy and bladder endoscopy.

Outstanding service, far exceeded my expectations.

Excellent service

Posted by Anonymous 9 months ago

First visit to this dept. Professional, friendly and alert staff.

Received diagnosis after waiting 5 mins to be seen by advanced Physiotherapy Practitioner.

Thorough examination and pre-arranged physio sorted out immediately. No negatives whatsoever.

Excellent staff and care

Posted by lynn salter 11 months ago

The advanced physiotherapy practitioner i saw was very welcoming plus very helpful and descriptive of my condition.

I was very happy as my appointment was on time also.

Excellent

Excellent service

Posted by Anonymous 11 months ago

Very efficient, professional and friendly service. I can go back for further treatment without going through my GP which is really helpful.

Excellent service

Posted by Anonymous 4 months ago

My treatment from the doctor and staff has been excellent.

My problems started over 3 years ago, with correct treatment, I now have a full pain free active life.

Also follow up and excellent monitoring is second to none.

Excellent staff and care

Posted by Claire 4 months ago

From entering the hospital, seeing triage within 10 minutes, sent straight through to be treated by lovely doctors and nurses! I can't thank them enough for making my son and myself feel completely at ease.

Excellent staff and care

Posted by Jane Dean 7 months ago

The staff on this Unit are very welcoming and the atmosphere is relaxed and friendly. Thus, patients are put at ease and are made to feel confident that they are going to be well treated. The Sister in charge was decisive and led their team well. All staff were knowledgeable and worked well together as a team. Equally, the team in theatre worked well together and, as ever, my consultant was relaxed and communicated well with other theatre staff. I was constantly asked if I was alright and the little things, like a touch on an arm or an extra blanket given, meant so much. I was well monitored in Recovery and was made to feel like I mattered. From arrival to departure I could not fault how I was treated. I recommend this Unit without reservation. I am a retired Secondary Headteacher - in my opinion, this is the go to Unit if any staff training needs to be done. Thank you to all involved in my care.

Excellent staff and care

Posted by Michael Ashton 10 months ago

I have been under the doctor in the eye clinic due to a central retinal vein occlusion and macula edema, since June this year. The clinic is always very busy, but the service from the staff and the doctor is excellent. I would definitely recommend this department. Thank you.

Eye clinic, excellent staff and care

Posted by Anonymous 10 months ago

have just been discharged from Fairfield Hospital after a 4 day stay the care I received was first class from Consultants to house keeping staff I have had a few stays at Fairfield and Ave always had first class treatment and I would also say that the catering is top class Well done Fairfield.

I am 78 years old male.

Excellent staff and care

Posted by Chava Pearl 10 months ago

The service was on time, professional and comprehensive.

Good advice and communication skills. The doctor is an excellent practitioner, thank you

Excellent service

Posted by Brian. 11 months ago

In a few words,

Gave much care, were kind and informative, very professional and friendly.

The Doctor was first class as were their staff.

Excellent staff and care

Posted by Jesse Riley 12 months ago

I visited the department on the 10th August 2015 following an eye test by my optician who had previously told me I had signs of Cataracts, as I am in my late seventies and an obsessive reader, Photographer and Stamp collector as well as working as a Volunteer in the Bury Cultural Services Archives several hours each week, I was naturally apprehensive and still am to some degree. However the staff were excellent, friendly and professional, and put me at ease

I was very impressed by the doctor who went to great lengths to explain everything and was very friendly.

My only problem now is waiting for the procedure.

Eye care, excellent staff and care

Posted by Anonymous 12 months ago

Very good service, very helpful staff!

Excellent staff and care

Posted by les t 13 months ago

this is definitely the best care i have received from any hospital i have been a patient.

Excellent care

Posted by Anonymous 13 months ago

I came into Fairfield for surgery, and i cannot possibly explain how welcome i felt and how comfortable all the staff made me feel. I had regular nurses come into my room to check on me and offer me food, every single one of them were kind and made me feel comfortable. The aftercare, and routine check ups were great. Just overall a great experience for an operation i was scared to have.

Excellent staff and care

posted by Anonymous 14 months ago

Hi , I would like say the staff were pleasant , professional and attentive . I would also like to thank all the staff on a job well done !

Excellent staff

Posted by Mrs S 16 months ago

I was extremely apprehensive about having this procedure but I can honestly say that the way I was treated and the procedure conducted was second to none. I know I am going to

need more in the future but will not need to subject myself to the worries I had this first time. The Consultant and the team were professional and obviously experienced as well as caring.

Excellent care

Posted by Anonymous about a year and a half ago

Just to say thanks to the staff who looked after me. They were first class.

Excellent staff

Posted by Anonymous about a year and a half ago

I attended audiology with my husband for his hearing test After my experience I feared the worst However we were treated with dignity and respect and most important listened to. My own unfortunate experience was discussed and an appointment made to see if my problems could be sorted out. I understand I had seen a locum who was no longer there and would not be returning. The service we received today 31st March was brilliant and I no longer feel I have to change my hearing aid provider The consultant we saw totally restored our faith in the audiology department I want to say to them, thank you and well done x

Audiology, excellent staff and care

Posted by Gary howard about a year and a half ago

I am a 36 year old male. I was admitted with heart failure . And I found the staff very supporting and caring. And they do put more in than they need to. To help make u feel at ease and settled the best they can. I wouldn't have wanted to be at any other place because I feel I was actually cared for and that is rare thanks to all the staff 😊

Excellent staff and care

Posted by Anonymous nearly 2 years ago

My Husband was admitted into Fairfield today 31/1/2015 at 10am for a operation on his shoulder. He only waited 10 weeks after seing a consultant. The staff were amazing, room was very clean, the bathroom was spotless. When I returned later he was in the recovery ward & they took me in to stay with him in there. When we returned to his own room after a while we were both given a pot of tea each & sandwiches for my husband. I was able to take him home at 9pm. His physio starts immediately on the 2nd February. Amazing.

Excellent staff and care

Posted by Anonymous nearly 2 years ago

We arrived early were seen virtually immediately. The consultant explained everything we needed to know very clearly. The staff nurse was competent and reassuring. Only a couple of hours after leaving the hospital we received a telephone appointment with physiotherapy. Excellent service. Thank you to all concerned

Excellent service

Posted by Anonymous nearly 2 years ago

to the ward manager hope unit I think my son paul is treated with the utmost care and attention the staff are very warm and friendly and cannot do enough to help Paul and us my last e mail [revue] was sent while I was full of hurt and anger at what Paul had done to his mum it was not ment as a slite on any docters nor staff and if you think I did I am truly sorry

Excellent staff and care

Posted by Anonymous nearly 2 years ago

My father had a serious stroke last December 2013 and was in hospital throughout last Christmas and New Year which was a desperately worrying and devastating time for us, as my father was very poorly and vulnerable. The doctor showed exceptional medical care and compassion to helping my father get the best possible care he could. And, the fact we were able to have a wonderful Christmas 2014 and New Year 2015 together is testament to the understanding and assessment he made when we were in the depths of despair. He sets the bar very high for his medical team to follow and I am extremely grateful that he gave me his time when I needed it.

Excellent staff and care

Posted by patricia mcenerney nearly 2 years ago

i have had the worst time with my treatment of broken clavicle for the last 3 months but i have to say my consultant has restored my faith in the nhs he is brilliant he has reassured me advised joked listened and cared thank goodness for this consultant he is the best!

Excellent consultant

Posted by stephlaw nearly 2 years ago

I had to visit Fairfield hospital today with my mother in law as her Aunty was very ill. We travelled over 40 miles and unfortunately by the time we got to the hospital our Aunty had

died. However, the care and compassion we were shown was outstanding and I would like to thank all the staff for their care and attention

Compassionate Care

Posted by Olivia Short nearly 2 years ago

I've been seeing the Consultant for a few months and after a few consultations where he has included me in all the decisions about my health care we have realised that my unrelated health conditions have made it that I need to have surgery at another hospital. He included me in the discussion and the reasons behind why I have to change consultants. He gave me reassurance and confidence in the other consultant and gave me the feeling that he cares about me getting a good outcome.

Excellent consultant

Posted by lynne nearly 2 years ago

I was seen very quickly by the the consultant who was very nice and explained everything as they were was going on.

Good consultant

Posted by Michelle A Poxton nearly 2 years ago

From word go I was looked after and given excellent care both myself and my family and I would just like to thank all staff and all who was involved in my care I am now at home recuperating and just so glad they was there I can't thank you all enough

Excellent staff and care

Posted by Michelle A Poxton nearly 2 years ago

I would just like to thank all the staff in this department I was rushed in with heart attack and they did all that was needed for me to have a full recovery and myself and my family would like to sincerely thank you all for your care and attention thank you all very much

Excellent staff and care

Posted by Anonymous nearly 2 years ago

The ward, the staff, and their service was faultless, and would highly recommend. However i feel the parking charges are high, particularly for short stays ie less than 1 hour.

Excellent staff and care

Posted by Anonymous nearly 2 years ago

I was given a steroid injection, the person doing it was extremely professional and explained exactly what she was doing. The procedure was done with very little discomfort and it is reassuring to find someone with an excellent bedside manner

Excellent staff and care

Posted by janeyg nearly 2 years ago

i was seen at exactly my appointed time and was put at ease by the staff member who then explained some of her background with me before going through the procedure thoroughly

Good staff

Posted by Barbara Whelan nearly 2 years ago

Please will you adjust the star rating to 5 stars as either i made a mistake or you did. I was very pleased with everything and would recommend this hospital to everyone.

Excellent hospital

Colonoscopy / Gastroscopy / Endoscopy

Posted by Hazel last week

I have received wonderful care today when I went for a Virtual Colonoscopy. From the moment I arrived I was kept informed about every stage of the process. At a time when the trust is receiving a lot of negative reports in the media. Staff could almost be forgiven if they were miserable. The complete opposite cheerful, friendly and approachable. A Team that works as one unit! Despite the extra help I needed being wheelchair dependant, i felt valued. Please thank the Team and the Radiologist.

Virtual Colonoscopy, Excellent staff and care

Posted by Anonymous 7 months ago

I was very anxious as I had previously attended Rochdale Infirmary for a gastroscopy and had an absolutely horrendous experience.

The consultant tried to force down different sizes of cameras but after much pain and damaging my neck they gave up.

On 30th November 2015 I attended Fairfield for a gastroscopy. The nurse who did the gastroscopy was very kind, explained everything and I don't remember a thing and all went excellent. I was so pleased and relieved. Thank you.

Gastroscopy, excellent staff and care

Posted by diane diggle 11 months ago

I was booked in for a colonoscopy a couple of days ago. I was very anxious as I had had a painful experience last time elsewhere. This was also my first colonoscopy after a bowel resection for cancer so this had added to my stress. From the receptionist through to the nurses and doctors, the friendliness and care shown throughout my stay was excellent. Being able to talk through everything beforehand with both nurses and the doctor performing the procedure made a huge difference. This colonoscopy was the nearest to being pain free I have ever experienced. The unit was spotless and I enjoyed tea, toast and a chat afterwards. Absolutely superb! Thank you.

Colonoscopy, excellent staff and care

Posted by glenys 14 months ago

Many many thanks to the staff on the endoscopy unit for the gold star treatment, after a bad experience at another hospital I was petrified to have this procedure , I cannot in any way fault any of the staff at fgh endoscopy unit & would recommend the unit & staff.

Endoscopy, excellent staff and care

MSK

Posted by Wayne Entwistle 2 weeks ago

The Bury Integrated MKS Service was thorough, professional, and extensive, as well as being friendly.

Professional

Posted by Stephen 3 months ago

I have, for the last 4 months, been receiving help and advice for a shoulder injury, from Bury Integrated MSK Service (and the physiotherapy department) at Fairfield Hospital. I have also previously used the service following a knee injury.I was initially sceptical of whether the service could be of much use, having previously relied on my own knowledge of recovering from injury. However, I have been extremely happy with the care and advice I have been given at all levels in the service. Both the Physiotherapists and the Advanced Practitioners have shown a great level of knowledge, are always very friendly and approachable.

So, from my own experiences, I have no hesitation in highly recommending the services that they provide.

MSK, excellent staff and care

Posted by Martyn Shewring 4 months ago

After four months of pain and discomfort, I attended an Advanced Physiotherapy Practitioner Clinic on the 21st March 2016.

What an absolute breath of fresh air, after all those months of suffering, I just wish I could have seen Bury Integrated MSK Service sooner.

My assigned Practitioner was professional and very thorough but also friendly and understanding. I was given a comprehensive clinical assessment and at last I felt as though things were being taken seriously. The Practitioner took the time to discuss the possible causes of my problem and really could not have been more helpful.

From that point things moved very quickly, an MRI Scan was arranged, a prolapsed disc identified and I have been referred to Neurosurgery at Salford Royal. Hopefully I won't have to wait too long for the surgery.

During the course of this process we spoke several times on the telephone, which I found to be very reassuring.

I would recommend this Service without reservation, without it I feel I would still be no nearer to a resolution.

MSK, excellent staff and care

Posted by Mario Fretti 6 months ago

After visiting Bury Integrated MSK Service, I was very happy with all the appointments staff and the member of staff who oversaw my treatment, and a member of staff who I saw a few time and gave me different exercises to do.

MSK, excellent staff and care

Posted by Anonymous 7 months ago

I'd been referred by my GP to visit the Bury Integrated MSK Service at Fairfield General Hospital.

I was seen exactly as the appointment stated.

The service I was given was excellent quality.

I was included in the process & everything was explained to me in an easy to understand way.

I felt as if my symptoms were being taken seriously & advice was given appropriately.

This is one of the best appointments I've experienced, particularly as I'd been anxious about the visit & was immediately made to feel relaxed, as well as being engaged in the whole process.

MSK excellent staff and care

Posted by Stephen Fox 7 months ago

After a lot of pain and discomfort, at last somebody who actually understood and tried their hardest to not only ease it, but to correct it and make it better. Thank you to the staff at Bury Integrated MSK Service.

MSK, excellent care

Posted by Anonymous 10 months ago

I had an appointment at Bury Integrated MSK recently and was really impressed from my initial greeting by the Reception staff to the actual diagnosis by the Advanced Physiotherapy Practitioner. They immediately put me at ease and gave me a thorough examination.

In the previous 9 months I had visited 3 different Physiotherapists and spent numerous sessions with a Chiropractor.

The APP gave me more information in half an hour than all of the time I had spent with these other practices!

The APP contacted me by phone on the same day to inform me of my diagnosis together with further follow-up calls.

I'd like to say that I was totally impressed with the way I was treated from start to finish!

Many thanks for your help.

MSK, excellent staff and care

Posted by Stephen J. Tinker 10 months ago

I would like to thank all the staff at Fairfield Bury Integrated MSK Service dept.

I was in the most horrendous back pain around 12 weeks ago.

A visit to see a member of staff (referred to by my GP) was the start of a programme that has brought my life back together.

I was referred for MRI from within Bury Integrated MSK Service and this revealed the cause of my back pain.

I had great advice from Bilal (physio) and was given exercise, stretching and posture tips.

All of these combined things have reduced my pain for the better and given me tips for the rest of my life to avoid going back to this type of pain.

Thanks again,

Steve Tinker.

MSK, excellent staff and care

Posted by Anonymous nearly 2 years ago

We are regular visitors to this hospital and on every occasion have found staff to be more than helpful Even when, whichever department we are attending, is full to capacity and staff

are "rushed off their feet" they still keep a helpful demeanor On the few occasion we have had to use an emergency ambulance we have stressed to be taken to Fairfield hospital Especially on our visit to Bury Intergrated MSK services today(18th-11th-2014) everything went very smoothly and efficiently And so thank you to all staff in Fairfield for looking after us patients so well

MSK/general excellent staff

Orthopaedic

Posted by .. 2 weeks ago

Brilliant care given at the orthopaedic ward today treated with kindness and dignity want to say thank you to one individual but don't know their name. I went with a resident from my workplace and she is very happy as am I with the way this individual spoke and helped her.

Excellent staff and care

Posted by steve derbyshire 9 months ago

I have just returned home after having a total knee replacement done in Fairfield hospital and would just like to say how pleased I am with the care and service I received .

I cannot thank the consultant, theatre staff, nursing staff on ward 5 and all the hospital team who I did not come into contact with who all made my operation a good experience.

I cannot praise you all enough.

Knee replacement, excellent staff and care

Accident and Emergency

Posted by Mrs STW 2 weeks ago

I was admitted through A&E on the 26/6/16 with a very high temperature and an infection. I was feeling rotten and when I walked in and saw a packed out waiting room my heart sank. The triage nurse saw me very quickly and realised that I was poorly. I was taken through to resus and treated. The care i received was second to none, the staff were extremely caring and the doctors listened to me and acted on what I said. At a time when I felt my absolute worst, the staff on A&E made me feel reassured and comfortable.

As an A&E nurse you hear horror stories all of the time but the care i received was of a standard that I always aim to deliver.

Excellent staff and care

Posted by Anonymous nearly 2 years ago

I suffered a bad fractured wrist on Sunday 28th December, I arrived at Fairfield a & e and was dealt with immediately. The staff on duty at 18.00 were fantastic and explained

everything to both myself and husband, I was dealt with in a two hour slot that was from walking through the door being assessed and being sedated and having my arm manipulated back and a cast being put on. Thanks to all staff from triage nurse, clinical nurse and on duty doctor.

A & E excellent staff and care

Posted by DJM28 3 weeks ago

I would like to just express my most sincere gratitude to the Paramedic and driver who attended my home when I required the ambulance service and hospital treatment a few days ago. The Paramedic was none other than exemplary in their approach and I feel that having been lucky enough to have been provided with medical assistance by someone with such professional conduct and clear commitment to their job role could and should not go without commendation. From the speedy arrival time following the call for the ambulance right through to my arrival and admittance into Fairfield Hospital, the service I received was none other than outstanding and I would very much like you to pass on my personal thanks for making such an awful and somewhat embarrassing situation as comfortable and relaxed as they could possibly have done so. I imagine this will be one of many compliments you will have received about this particular member of staff and therefore are probably already aware of what an asset they are to the NHS? There are people in job roles who do their jobs very well and follow protocol to the letter which is always reassuring in a medical assistance requirement situation or emergency ...but then there are the odd few who do their jobs exceptionally well and I personally felt that this paramedic was a clear example of the latter. I would also like to say Thank you to the hospital staff that dealt with me at Fairfield Hospital after the initial treatment from the Ambulance service. The nurses and Doctor dealt with me efficiently and were truly lovely and attentive whilst I was in their care. I am extremely grateful for both the NHS service and for the wonderful work the hospital staff do.

Kindest Regards.

Mr R J Miller

Excellent staff and care, A & E, paramedic

Posted by Anonymous 5 months ago

being taken seriously ill over the weekend I ended up in Fairfield A&E on Tuesday morning, despite the extreme numbers visiting that day for treatment the Doctors and especially the Nursing Staff were brilliant, everything that could be done was and despite being swamped later by more casualties the staff did all they could to make what became a long and painful stay prior to transfer to NMGH STU as pleasant as possible, many thanks too all concerned

A & E, Excellent staff and care

Posted by Derek Boardman 6 months ago

My wife was admitted to Fairfield as an emergency and was treated in A&E before being transferred to ICU and eventually to the diabetic ward. During the whole of this time she was given the highest standard of treatment and care by both doctors and nurses.

The choice and quality of the food was excellent. All in all five star treatment in a five star hospital.

A & E Excellent staff and care

Posted by Anonymous 7 months ago

I thought i should write and give credit where it is due. On Saturday evening i had cause to phone the emergency doctor for my husband, from my initial call to 111 to being accepted at A&E at Fairfield Hosp was exactly 2 1/2 hours which I thought was really good considering it included 111 operator, then a nurse, then a doctor another doctor coming to the house, waiting for an ambulance and finally A&E staff. Credit to everyone for their proffessionism and caring attitudes. Yes we had a long wait for a bed on a ward but the time spent in A&E was faultless. My husband had countless tests and continual care but the staff also had lots of compassion for the person who was with the patients. No staff can be singled out as they were all brilliant (even after a 12 hour shift). Thanks again last

A & E, Excellent staff and care

Posted by Nick 8 months ago

I had cause to attend both A & E and later the Foulds Suite. All the staff were totally professional, understanding and communicated the potential cause, process and diagnosis in a manner that I fully understood. Their manner kept me calm and gave me full confidence in the Hospital. In an era of cuts to services, I was reassured and very thankful that the staff operate in such a fantastic way. The staff have earned my gratitude and respect. Thank you

A & E and Foulds suite, excellent staff and care

Posted by kate gibson 9 months ago

Lovely and clean I was very impressed with the new A&E the staff although under a great deal of stress were wonderful.

A credit to the NHS

A & E, excellent staff

Posted by Topaz89 (as the patient), 9 months ago

I wasn't aware this website existed until today so this story is 10 months old now!

I wanted to give some positive feedback about my experience of accessing a&e at Fairfield Hospital in Bury, Greater Manchester in January 2015. I was experiencing frequent vomiting and extreme stomach pain so I was driven to the a&e department. Despite it being a Sunday evening at around 10pm (I think?) I was triaged and admitted within minutes of arrival. The nurse who triaged me recognised I was in too much pain to walk and got a wheelchair for me and I was taken through to a bed. I was seen to straight away and the staff were attentive, caring and took me seriously when I described how much pain I was in. I was given painkillers, had my bloods taken and urine dipped all in very quick succession. The doctor who dealt with me was fantastic at reassuring me and communicating with myself and my family. The doctor explained they were unsure what was causing my pain, and to be on the safe side they would transfer me to North Manchester General Hospital in case I needed emergency surgery, as they couldn't provide this at Fairfield.

An ambulance seemed to arrive very quickly and the paramedics were very friendly and put me at ease on my journey. On arrival to NMGH I was assessed very quickly, given a chest xray (it was early hours Monday morning by now!) and was allocated a bed straight away. First thing the next morning I was sent for an ultrasound scan and was later transferred from the surgical triage unit to a ward when it became apparent I did not require surgery.

The staff on the ward (C4) were attentive and friendly. I was assessed the next morning and then discharged and have been fit and well since.

From the moment I attended a&e on the Sunday evening to when I was discharged Tuesday afternoon the quality of care I received was fantastic.

I was very scared when I first attended due to the amount of pain I was experiencing (it turned out to be kidney stones!) and the doctors, nurses, paramedics, health care assistants and other health care staff made me feel safe and looked after at every step of the way.

There was clearly excellent communication between staff members and the two hospitals as my transition from Fairfield to NMGH was fast and seamless.

I don't know if this message will reach any of the staff who I came into contact with during my brief visit but I hope it does because I would like to thank them for their excellent work.

A & E Fairfield, C4 NMGH, excellent staff and care

Posted by Katijay 10 months ago

I was referred to the clinic in the Foulds suite after a visit to A&E having having stroke like symptoms and was very anxious and scared ,I was treat in the up most respect and put at ease by the two consultants, who looked after me they explained in detail what was wrong and had so much patience, they were so professional and made me feel relaxed on my appointment. After being so stressed about my condition

A & E Foulds suite, excellent staff and care

Posted by Peter Evans 11 months ago

Suffering chest pains, on Wednesday, 16th September 2015, I was taken by ambulance to Fairfield Hospital. My wife accompanied me in our car. At the hospital I was met by attentive staff who immediately met me and made me feel at ease.

I was assigned a room and an operative came and checked various factors including my blood pressure and took some blood samples. They kept me and my wife informed of their intentions at every stage and their expertise was soon revealed to be at a very high level. At no time was I made to feel the slightest discomfort while they performed their duties with consummate skill and with the utmost efficiency.

Being impressed by everything about this person as they conducted their work, I established that their job role was entitled "HCA".

I would be particularly grateful if they were advised of the acclaim expressed herein as their conduct was a quintessential example of NHS service at its best. I also noticed how clean the Accident and Emergency work area appeared.

Sincerely, Peter and Helen

A & E, excellent staff and care

Posted by Anonymous 12 months ago

Ambulance crew came to Rochdale Golf Club to aid lady with head injury after fall - very efficient and kind.

Staff at A and E all very efficient and kind. Great manner.

Clean and cheerful - just what you need when not well!

I was the support for my elderly friend - both of us away from our homes in Cheshire.

Felt comfortable and reassured. Thank you Fairfield!

A & E, excellent staff and care

Posted by Anonymous 12 months ago

I came to a & e with something lodged in my chest, I waited an hour or so, and when I was seen every member of staff I encountered was exceptional, could not fault them at all, they work so hard to make you feel comfortable and they deserve nothing but the utmost credit and respect, thank you to all the drs, nurses and support staff.

A & E, excellent staff and care

Posted by Anonymous 14 months ago

The staff at Fairfield are brilliant. A + E , ICU and ward six are outstanding with their care. My daughter was taken to A + E with chronic brittle asthma, the Paramedics were excellent and the doctors when she got to hospital could not have done more. They have saved her life more than once. They introduce themselves, they explain what they are doing and they are so caring. Finally ward six, the staff in this ward are also very caring and efficient. All in all I can't thank these people enough.

A & E, ICU, ward 6, excellent staff and care

Posted by David Miles Watson 16 months ago

On the 25th March I arrived at Fairfield General A & E and received fast, efficient and personable treatment. I would particularly like to thank the doctor, nurses along with the triage nurse on duty. I received first class treatment by all the staff and including the x-ray staff. I was dealt with within 10 mins to see triage who took me straight through for treatment. I was referred to Wythenshawe Hospital Plastics Dept. Thank you to everyone involved. David Miles Watson

A & E, excellent staff and care

Posted by Matt 16 months ago

I attended A/E DEPT last night via ambulance after suffering a very survive asthma attack. I was taken In to the department in the early hours of Sunday morning I was very fast assigned a cubical I had my observations including O2 sats and heart rate being very high, the sister who was looking after me Immediately asked a doctor to review me, the doctor checked me over listened to my chest prescribed the necessary nebulisers to help my breathing. Due to my condition the nebulisers didn't do the job the doctor must have come in to see my around 20 times thought my time in A/E. the doctor then went to cannulate me and take bloods also sorted out my pain and asked the sister to put up fluids witch happened

with in a few moments also I went for a chest X-ray very quickly I was then given some iv drugs that I needed to help me, o started to feel better straight away. I can't thank the team more they where excellent, their shift was extremely busy. I hope this gets back to them I can't commend the team any more they where just amazing also I may add the porter that took me for my X-ray was lovely so caring and polite to me. The dept was the cleanest hospital dept I have ever seen I could go on and on about this fantastic team 100% fantastic nurses/doctors makes me so proud of our beautiful NHS. Keep up the hard work you amazing people

A & E excellent staff and care

Posted by Vanessa owens about a year and a half ago

Me and my son turned up at A&E at Fairfield after discovering a piece of crayon was found imbedded in his ear. The nurse and doctor who dealt with us was brilliant. They managed to get the crayon out on the second attempt and we was there just under an hour. I would highly recommend ...also want to say a big, big thank you. Vanessa.

A & E, excellent staff and care

Posted by Kara about a year and a half ago

My mother fell down the stairs and broke her ankle in a pretty nasty way. Unfortunately the ambulance took over two hours to arrive though I know that this is nothing to do with Fairfield. Once at Fairfield however, she was treated quickly, informed of everything that was happening to her throughout the process and was treated in a very considerate and kind manner. I was cheeky and looked over the shoulder of the A&E consultant who was examining my mum's x-ray - when I told them who I was they kindly spoke me through exactly what was wrong with my mum's ankle in terms I was able to understand. The nursing staff, doctor, xray staff and porter were all friendly and helpful. Unfortunately she had to be transferred to North Manchester General Hospital as they were unable to deal with the nature of the break at Fairfield - but this transfer was arranged quickly and efficiently. Many thanks to all at Fairfield A&E.

A & E, excellent staff and care

Posted by Chris H. nearly 2 years ago

I had a serious chest infection and was admitted to a&e with breathing difficulties. I found that the staff in both the ambulance and particularly A&E at Fairfield were courteous, non judgemental and gave me the impression that they couldn't do enough for me. In my opinion I could not have been better looked after. Heartfelt thanks to all. **A & E excellent staff**

Posted by Anonymous nearly 2 years ago

Excellent care in A&E and then ICU - medical staff were always helpful, kind, knowledgeable and professional. I cannot thank them enough for the care they provided for my partner who was admitted with double pneumonia and anaemia on Christmas Eve. He is making a good recovery at home now and I am eternally grateful to all staff who were involved in his care during his stay at Fairfield.

A & E, ICU, excellent staff and care

Posted by Anonymous nearly 2 years ago

Can't fault the staff in A&E after taking a client to hospital last week. Calm, patient, friendly and thorough. Fantastic. I have written to the chief exec to thank the staff involved.

A & E excellent staff and care

Posted by Anonymous nearly 2 years ago

I am writing to express my thanks and appreciation to the wonderful stroke team at Fairfield Hospital for their professionalism, speed and kindness when I was admitted to A&E on the morning of Friday 22 August 2014. I was immediately placed in a cubicle without delay, given various blood and neurological tests, placed on a heart monitor and given a CT scan which showed that I had suffered an intracerebral haemorrhage. Their quick diagnosis was even more impressive as I did not exhibit the classic and well published symptoms (the F A S T) signs of a stroke which meant that I could so easily have been sent home if the doctors and nurses had not been so thorough. Indeed when my husband telephoned 999 for an ambulance we were informed by their triage team that I was not being classed as a priority at that time, consequently it was nearly 90 minutes before the ambulance arrived. I must stress that the ambulance crew (the paramedics) who attended were superb, quick, caring and attentive. Thank you again to all the staff in A&E for being so thorough in the diagnosis and for seeing "the wood as well as the trees".

A & E, stroke care, excellent staff and care

Rheumatology

Posted by Shirley Downes last month

Just want to say a big thank you for the excellent treatment I received last week when I attended rheumatology clinic. My physiotherapy treatment had been suspended as it was felt my rheumatological condition was impinging on my progress and as such I needed an immediate review.

As always the staff (who are always under considerable pressure due to financial restraints), treated me with dignity and respect and managed to fit me in the list for clinic that day, for which I am extremely grateful.

I have been suffering after a knee operation some three months ago for which there has been limited progress in respect of my recovery.

When I attended rheumatology in total despair, I was taken seriously and the staff bent over backwards to assist me.

I was given a steroid injection, which has now taken effect and I am delighted to report that I feel better now than before my operation.

My mobility is greatly improved and the pain is significantly less.

Thank you all again for such a fabulous service - Well Done!!! Fantastic Team

Rheumatology, excellent staff and care

Posted by Victor A Davies 14 months ago

My doctor is a first class Consultant Rheumatologist one could not ask for a better consultant who has great expertise in their chosen discipline. They are always kind courteous and respectful to me and from speaking to others he sees who I know say the same respectful words. This doctor spends the maximum time that they can in helping a patient. If he is not able to cure your disease they will help to reduce symptoms. They will find the best treatments they can to help you to relieve your symptoms. Rheumatology is a very complex set of diseases, over one hundred; I understand that I have read. My doctor handles my problems with empathy. They explain the issues in a relaxed style, which gives me great confidence in their ability to help me and relieve my pain and it helps me psychologically (My well being) The arthritis nurse specialists are very good in what they do and it is not easy for them at times. that is the nature of inflammatory diseases. Mr.V.A.Davies age over 21 just.

Rheumatology, excellent staff and care

Wards

Posted by fiona hall last month

Just to say a big thank you to all the staff involved in my admission to ward b7 on 14th July 2016. I was seen very quickly, acted upon very quickly, well observed & kept well informed with my progress.I feel much better. Thanks again and you all do a grand job Regards Fiona

Ward B7, excellent staff and care

Posted by maria Albuquerque-Ne 3 months ago

Ambulatory wheelchair user profoundly deaf lip reader in for left mastoid and ear drum reconstruction operation.

NB the date of the operation had been brought forward at a weeks notice and telephone pre-op assessment was changed to a face to face one a Saturday with two days notice.

Oldham Royal 28-05-16. All information taken correctly and tests completed efficiently.

Slight issue with the tape used to cover gauze after a blood test I thought it was micro pore which is fine but I was allergic to this (I'm guessing it was scan pore) this is just a comment re future procuring no criticism intended of staff in any way. Minor deaf awareness training needed for staff calling names from around corners and mobility awareness -walking off quickly when person uses a stick and out of sight at a junction

Seen quickly and let in early 06:30 for 07:30 admission

Went to Ward 14 per letter and re-directed to Ward 12 (not open) waiting area

Seen in turn despite remaining out of the way and not standing in a queue.

Spoken to clearly and arrangements made to be admitted in a small private room. Two friends permitted to remain at patients request. (Called "mum" & "hubby" to great amusement)

Assessment done efficiently and kept updated that first slot had been shifted to second slot (due to delays in student nurse getting the dvt stockings on) also informed this would just be 20 mins. Each stage was explained well including who was coming next. Admitting nurse, consultant, anaesthetist etc. All of these staff were consummately professional. I felt listened to by each one as I listed my conditions, allergies, intolerances, medications and quirks (tongue graft and cartilage graft that could impede intubation)

Listened to - unusual location of venflon for anaesthetic accommodated to aid effectiveness and avoid detrimental impact on communication post op. This was fantastic especially when locating a vein on the chosen site proved problematic.

Trolley was ordered to take me to theatre n it was explained that I would go to Ward 14 post op. Trolley came quickly and was pushed smoothly. Anaesthetist's assistant did an excellent job of putting me at my ease and kept me distracted from the painful bits by chatting about things we had in common.

Anaesthetist persevered with unusual and painful venflon site. This pair were a particularly excellent team.

Recovery team did well to communicate with me and to out up with post op deletions ranting (about a cat from outer space, I think).

The consultant / surgeon came to me shortly after the operation and updated me with how it had gone. He was genuinely happy with the result and explained what would happen next.

He also arranged for the provision if a med cert immediately. (This is a real difference to some of my previous experiences where I have been treated as my "condition" and not a person and have been spoken down at not even to).

Ward 12, excellent staff and care,

Posted by Anonymous 3 months ago

I would like to take this opportunity to thank you for the wonderful care you and your staff gave my Mum. All the staff provided excellent medical care, took time to speak with her, to care for her personal needs and to make her feel that she was a person. We do not believe she could have been better cared for anywhere.

Thank you also for the outstanding support and care you gave to my daughter and me. You were always there explaining how my Mum was, offering support, taking the time to chat with us, offering food and drinks. We felt very supported and cared for at what was a very difficult time for us.

Wards 7 & 20 Excellent staff and care

Posted by Peter Morland 6 months ago

Our Aunty was admitted via A&E in January, she suffered from Alzheimer's and had recently taken a turn for the worse.

After admission, she was on ward 6 and it must be said that the care she received was outstanding. At all times she was treated with dignity and compassion and as a family we were kept informed of her situation at all times.

The staff were always kind and helpful, nothing was too much trouble.

Sadly she passed away but it was peaceful and as a family we feel that the transition was made so much easier because of the actions of all of the staff that were involved in her care.

Ward 6 Alzheimer's, excellent staff and care

Posted by James Maddison 7 months ago

I was very impressed by the professionalism the kindness and the care shown by all the staff and Doctors on Ward 1 in the Cardiorespiratory Department during my recent Pacemaker procedure. Nothing was too much trouble and I was kept informed of everything that was relevant to my case. I was a little worried before entering the Hospital but I needn't have been, very pleased with my treatment.

Ward 1, excellent staff and care

Posted by Jackie Scott 7 months ago

I would like to thank the staff on Ward 11A for the help and assistance given to me when I have been to assess patients ready for discharge.

I work as a RGN at Nazareth House Prestwich, and have been to ward 11A about 3 times in the last few weeks. From the Sister down to HCA all of them have been helpful and it makes my job a lot easier to gain information about the patient . Some information I cannot get from the patient , and I have been impressed by the documentation in their care notes.

Many Thanks.

Please forward this email to the ward. I would like the staff to know how I appreciate the help given to me.

Jackie Scott

Ward 11A, excellent staff

Posted by Anonymous 13 months ago

I want to recommend the staff of ward 21 who have been caring for my father's elderly cousin for 3 weeks. Their care and respect has been second to none. As a nurse myself I am conscious of the bad press that hospital staff sometimes receive but I have nothing but praise for the staff who have cared for my relative in a compassionate and dignified way. Also for the fact they have always had the time to stop and speak to me regarding her on going care. Thank you to everyone.

Ward 21, excellent staff and care

Posted by Tina Durkin 17 months ago

I have been treated on ward 6.usually via ward 7 since 2010. I am a totally dependent patient and require assistance with moving, feeding and personal Carer. Both wards have treated me with total respect and honesty. I had never been left dirty, thirsty or hungry. The ward is cleaned daily and the staff are polite, helpful and friendly. The nurses are impeccable. Even though they are working with limited staff levels and insufficient equipment and beds. My son and I can not thank the ward enough for their care and communication. I hate hospitals etc. but I gladly am admitted to both wards. In the confidence and knowledge they will do all it takes to keep me alive. How can you improve on excellent?

Ward 6/7, excellent staff and care

Posted by Ben about a year and a half ago

My mum was rushed in to A &E with severe breathing difficulty and subsequently admitted to ward 6 via ward 7. I have to say without question that the staff at all levels were impeccable. Rushed off their feet at times but absolutely faultless. It is refreshing to see a group of people who are dedicated, skilled and above all else, decent and caring. Made my mum feel at ease and offered all the attention anyone could ask for. People slate the NHS but the staff on ward 6 are a credit to the organisation! Just a shame they work for a entity that is so absorbed in bureaucratic nonsense that it forgets about the people that keep it running day to day. Sincerely I would like to say thank you!

Ward 6, excellent staff and care

Posted by Calow family nearly 2 years ago

Our mother passed away peacefully today on ward 6 fairfield General hospital. The care she received was excellent. She was treated with respect, dignity and compassion. The care given was holistic. The staff not only considered our mother they also supported us as a family. Nothing was to much trouble. We were made to feel comfortable at all times. Whilst there we also noticed how they treated other patients with dignity and respect. They all worked as a great team and appeared happy in their roles. The ward manager and all her staff were always there to offer support when needed. Thank you to all of the fantastic team. Don't try to change anything you have already got everything right. You all made our painful journey so much easier. Thank you from the bottom of our hearts. The Calow family.

Ward 6, excellent staff and care

Posted by Anonymous nearly 2 years ago

The staff on ward 7 and ward 21 are some of the best nurses I have met, and also the kindest, they kept me informed about my mother, and were so kind to her this sadly is very rare, especially in the care of old people, who are confused. my mum is already looking a lot better she is nearly 100 so deserves it. when she arrived in hospital a doctor from Fairfield rang me to inform me of her future care, and how he was going to treat her. I couldn't believe it, its very like in America where the care in hospitals are second to none. carry on like this and it could be one of the best hospitals in the north west.

Wards 7/21, excellent staff and care

Posted by Anonymous nearly 2 years ago

I cannot praise the staff at this hospital enough. From the Anaesthetist and his team, who treated me like a princess to the recovery team who coddled me with care and kindness. The aftercare on ward 14, was exemplary, the team work at full pace throughout a shift to ensure everybody's needs are met. All of this completed with respect of dignity and natural kindness. Finally I have to thank the surgical team. I can truly say that even with the expected discomfort of a surgical procedure I felt 100% better from the recovery room. I feel as if I have been given my life back after months of coping with chronic infection. I really cannot thank you enough.

Ward 14, excellent staff and care

Posted by Louise Cooke. nearly 2 years ago

I cannot praise the staff that looked after me highly enough when I was a patient on ward 9 Orthopaedics recently for surgery on my foot. Everyone was fantastic from my Consultant who answered all my questions with great patience before and after the operation, he was very knowledgeable and reassuring as I was rather worried about the result the procedure will hopefully achieve especially as I had a previous operation in March that was unsuccessful, he helped allay my fears about the outcome of the surgery brilliantly when he visited me the following day and I am now feeling more positive about my recovery and the success of the procedure than at any time previously and that is all thanks to my Consultant. All the theatre and recovery staff who looked after me, I could tell just by speaking to them that they are very professional and dedicated but they are also very friendly and that is very important as it makes that difficult time for me personally just before and after surgery that little bit easier to deal with. All the staff on ward 9 who looked after me during my stay were fantastic, nothing was too much trouble for them, they were friendly, helpful, very professional and a wonderful team of very dedicated people from the Nurses, Physios, Support staff, Ward Clerk and Domestic staff, everyone ensured my stay went smoothly from the moment I was admitted, being made ready for theatre, coming back on the ward from theatre, food and drinks, cleanliness on the ward, medication, physio, discharge and any follow up appointments and information that I needed was all handled with minimum fuss and a smile. All the staff who I came into contact with during my short stay were fantastic and an absolute credit to your Hospital, I hope they can be made aware of my appreciation and deepest thanks for all the wonderful care they gave me.

Ward 9/ physio, excellent staff and care

Posted by Anonymous nearly 2 years ago

I wish to thank all the staff in ward 5 and 11a who looked after me with such kindness and expertise when I was admitted to Fairfield Hospital on the morning of 22 August 2014 after suffering a stroke. From my admittance to A&E and then to Ward 5 through to Ward 11a each member of staff from consultants, nurses, physiotherapists and all those support staff in their various disciplines each showed me such care and respect that whilst I was totally in their hands I felt assured that I was in the best place at this traumatic period in my life. I should also like to mention the helpful student nurses who were always sensed when I need help which I very much appreciated and another member of staff on nights who addressed everyone with a cheery "hello trouble" but to him it seemed no trouble at all. My recovery at home continues to improve thanks to the guidance and encouragement of the Stroke Team physiotherapists. A very big thank you to you all.

Ward 5/11A, excellent staff and care

X Ray

Posted by Lorna 2 months ago

Today I visited Fairfield for a chest x-ray.

Despite being a drop in clinic, I was seen very quickly.

They were courteous and helpful and a credit to the hospital.

I felt in safe hands.

Good staff and care, X Ray

Posted by Anonymous 14 months ago

I can only echo the views of Ann Meanock, who reviewed the same procedure on 13th May.

From the moment I entered the Radiology Department, to the moment I left, I was treated

with the utmost professionalism, respect and friendliness. Everything was explained in detail

and I was put at my ease throughout the procedure. They even made a really good cup of

tea for me, ready by the time I had gotten dressed, and which was served with a pack of

biscuits. My appointment was 10.00am. I arrived in the department about 9.35am, was seen

within a few minutes, and had left the department by 10.50 am. Keep up the good work,

team. Unfortunately, it is not typical of most NHS departments I have dealings with.

Radiology, excellent staff and care

Posted by Keeley Heaton 15 months ago

Just want to say a big thankyou to the CT/xray staff at Fairfield. Showed up for my CT &

realised i shown up at wrong hospital like the numpty I am, but from the receptionist to all

staff who were with me it got sorted & so grateful Fairfield were able to see me instead. I

was nervous but staff who were with me today were wonderful and made a unpleasant

experience as pleasant as possible! and a special thankyou for the bru and biscuits after I

went faint haha. Couldn't ask for any better, staff there deserve recognition because they

were all brilliant x

CT/X ray excellent staff and care

Posted by Ann Meanock 15 months ago

I have just attended the Radiology Department for a CT scan. I just wanted to say a big

thank you to all the staff who dealt with me from the member of staff on reception to the

Radiographers. They were all welcoming and very friendly. They also fully explained the

procedure and what to expect afterwards. I was treated with dignity and respect all the way

and finally given a nice cup of tea before I left!. Once again - Thanks. You are a great team!

Radiology, excellent staff

Physio

Posted by Marjorie Morris 2 months ago

I have been suffering pain in my right hip for months following a bad fall. I am 68 and left it, thinking it was taking longer to get better because of my age. Eventually the pain got the better of me as I couldn't walk properly or lie on my right side. I was sent for an X-ray then went to see the Advanced Physiotherapy Practitioner for an assessment. They pushed me about a bit and when I got home I thought they had crippled me for life, I took a couple of painkillers then slept for about 12 hours.

When I got up I pootled around for a bit, as usual then suddenly it struck me that the pain wasn't starting up. Absolutely amazing, I can't thank this person enough. I went for follow up and have been given some exercises to do and hopefully I will continue to be pain free. I had bursitis by the way. Also, a member of staff in the Clinic was lovely.

Thank you.

Excellent staff and care, Physio

Posted by janet rigby 10 months ago

Having injured my left shoulder I have had reason to visit the above dept. at physiotherapy in Fairfield hospital. I am extremely happy with this service my designated physio has been brilliant and I cannot praise them enough their professionalism, approachability, humour and understanding have been outstanding and I would be delighted if it would be possible for you to pass on my gratitude. I recently had a appointment for a assessment with an advanced physiotherapy practitioner and also found them to be very professional, approachable, patient and knowledgeable taking plenty of time to answer any queries or concerns I had as well as explaining what was wrong with my shoulder in terms that I could understand. I felt that I was included in the process of deciding on the direction that my treatment was going to take and felt satisfied I was guided as to the best outcome for me. I cannot praise this department highly enough and would recommend this service to anyone.

Physio, excellent staff and care

Posted by Anonymous 14 months ago

I was referred by my gp to see an advanced physiotherapist practitioner at fairfield hospital. I met the physiotherapist who made me feel at ease as I didn't know what to expect. Over all they totally explained everything I was unsure about, then done a good examination and answered every question. I have no doubt I received the highest quality of service, and happy to return if need be.

Physio, excellent staff and care

Posted by Anonymous about a year and a half ago

I was seen by an advanced physiotherapist who explained in detail what could be happening with my left hip replacement. Following a referral by my GP the appointment was made quickly and efficiently. They arranged for an isotope scan at the hospital of my choosing and am now awaiting confirmation of my appointment. **Physio, excellent staff**

Posted by Anonymous nearly 2 years ago

I visited the physiotherapy unit on 2.10.14 with my wife, and she was assessed. The examination they gave her was thorough and with their recommendations for further investigation, she feels that she is making more progress towards finding out what is causing her problems than at any time during the last 8 or 9 months that she has been suffering.

Physio, excellent care

Communication

Posted by Anonymous 4 months ago

I saw a member of staff and felt they listened to my needs and referred me to the necessary departments for further investigation of my issues. The room was private and I felt at ease during my appointment.

Good communication

ENT

Posted by Linda 5 months ago

Today I went for my appointment with ENT I was seen by a Registrar a very professional and polite caring person who put my mind at ease after panicking all night about the camera procedure I was about to have. No one wants to be at the hospital unless you absolutely need to be there making it enormously stressful, however my whole experience from checking in with the most polite member of staff to seeing the lovely Registrar and the helpful nurse who took my mind off things whilst having the procedure was totally stress free because of the caring professional staff looking after me. I will be returning in June for a follow up appointment only this time I will not be awake all night panicking as I know the staff there will look after me. Thanks to all in the ENT dept especially the Registrar.

ENT Excellent staff and care

Posted by Lynda Gill 16 months ago

Today was my first visit to this particular ENT Department. I was extremely impressed with all the staff I came into contact with. Everything was explained to me with clarity and my opinions, concerns and comments were listened to and answered. No comparison to the previous hospital I attended

ENT excellent staff

Maternity

Posted by Kirsty P 11 months ago

I cannot rate the EPU at Fairfield highly enough.

After suffering a very complicated and lengthy Missed Miscarriage in March (which was dealt with at NMGH), I was extremely anxious and stressed after becoming pregnant again recently (although also delighted).

I was referred here after some cramping and could not have been better cared for.

I was a bit worried the staff may think I was being over-anxious, but the nurse (midwife?) I saw was so kind, compassionate and understanding.

We talked about my miscarriage, which she probably sees on a fairly regular basis, but they showed understanding of how I felt as an individual.

I was thoroughly checked over and scanned over a 2 week period (the radiographers were also amazing) and given the all clear.

I felt so reassured coming out and was so grateful at how kind everyone had been to me.

I can't express how much this has helped me psychologically in the early stages of my new pregnancy and I'm really hopeful for a positive outcome this time.

Maternity, excellent staff and care

Outpatients

Posted by Henry Hogg 11 months ago

Visited two departments as an outpatient today 14 sept 2015 first this morning to orthopaedic in the afternoon I had a appointment in endoscopy. On both visits i was seen too not only on time, but also with curtesy. in the afternoon I was very apprehensive , I was put at ease by very friendly staff, who kept me informed at all times, I cannot thank all of them enough.

Outpatients, excellent staff and care

Paediatric

Posted by gillianlingard1970 nearly 2 years ago

My daughter and I attended the children and adolescent services paediatric & observation unit on Monday 17th November for day surgery, the ward was bright and coloured with a pleasant atmosphere around the ward, the ward was clean and tidy, the staff were really kind, helpful, friendly and attentive to detail, would recommend the hospital to other people who had to take their children for treatment.

children and adolescent services, excellent staff

Negative comments.

Communication

Posted by Anonymous last week

My husband had an appointment at the racp dept at fairfield. I went with him for his first appointment. We waited a while before he got called to do tests. When he went someone called his name once. When he come back he was told to wait to see the doctor. We waited a while when a nurse said "are you still here". Later a nurse come over and asked my husband to wait in a different area to see the doctor about his results. We waited another forty minute's. A nurse come up to him and asked if they could have a word with him. The nurse took him to a room, where they told him they had called him numerous time's. That they had made another appointment for him at the earliest appointment in September! He stormed out. I asked the nurse what was going on and the nurse told me they had called him four time's. I told them that was ridiculous as I had been sat there waiting for him, and they called him once when he was in another room having his test's done. We live nowhere near Fairfield, and my husband lost a day's pay to go to this appointment .Disgusted how they treat you, especially when his own doctor wanted him to get seen quickly to see what's wrong with him!

Poor communication

Posted by Matt nearly 2 years ago

Booked a 19.10 appointment on the 6th of Nov 14 using the NHS online booking system. It seemed good that the hospital were offering these appointments to cater for customers who have trouble attending appointments during the day due to work and travel. I received confirmation of my appointment and a number of weeks past. The night before my appointment I received a call from a member of staff who told me I would need to come at 18.30 as the doctor said they (the doctor) would not wait until 19.10 as they had no other

appointments in-between to justify them waiting. I informed the person on the phone that, due to work and distance from the hospital, I wouldn't be able to get there any sooner. The staff member repeated that the doctor would not wait and suggested I ask to leave work earlier because it was a hospital appointment. I reiterated my problem with getting there any sooner. Nothing was agreed and the staff member stated I would get a phone call in the morning and they hung up. The tone of this staff member was condescending from the start; in a manner that seemed to suggest that the hospital was 'doing me a favour'. On the afternoon of my appointment, I was called by a different member of staff. This member of staff greeted me with a much more approachable tone and stated simply that 'the doctor would not be able to see me later tonight'. This time with no explanation and seemingly unaware that I was informed the actual reason the night previously. Begrudgingly I agreed to visit the hospital on a Saturday morning 2 weeks later albeit my actual appointment being in only a number of hours. I asked the reason why I couldn't be seen but was told they didn't know. I explained that I was told the evening before i.e. the doctor didn't want to stay at work until my appointment, and I wasn't happy with the hospitals approach to me.

Poor communication, poor appointment process

Posted by Loubyloo (as a relative), 2 months ago

My dad passed away last week. After collecting the relevant paper work from your bereavement office I made an appointment to register my fathers death only to be told due to the circumstances the coroner should have been informed. How incompetent have this team of Drs been. On the other hand the nurses and HCA were absolutely amazing. Also would very much like to point out that a doctor we came into contact with is in need of learning some bedside manners both with patients and that of the family.

Absolutely fuming

Poor communication skills, lack of adequate information.

Posted by Anonymous 11 months ago

I recently had an ultrasound scan of my neck. The nurse was extremely helpful (really fantastic); however, the consultant treated me like an object. I was brought into have the scan late and then was left in an uncomfortable position on a bed (a pillow in my middle of my back with my back arched for over 20 minutes) while I waited. When the consultant arrived they didn't greet me, didn't apologize for being late, didn't communicate with me, scanned my neck and then walked out. They didn't let me know that they had finished and didn't realize that they had left until I asked the nurse (I couldn't see that they had left because I was flat on my back and they didn't tell me that they had walked out). The nurse

was extremely professional and didn't criticize the consultant, however, it was clear that they were embarrassed by both their late appearance and their rude behaviour

Consultant with poor communication skills.

Posted by Karen about a year and a half ago

The only thing that lets the department down is reception and ability to communicate properly... I'm deaf I have problems with communication and don't use the telephone, there is no facility i can use effectively in order to make or cancel an appointments, so i have to rely on others to help me. Today i needed to cancel my appointment so my daughter attempted to telephone the department, we were trying from 10.20am until well past my appointment time of 11:10am the phone first of all was busy, then it rang out and no-one answered, then it rang out and after a couple of rings was picked up and either put down or cut off... You have no email facilities and no text facilities, Why? As a hospital you should be aware that there are people who cannot use the phone and make sure alternative methods of communication are available accordingly ...

Poor communication protocols

Poor care / staff

Posted by Anonymous last month

I been diagnosed with the Polyp on my cervix.I been referred to Fairfield hospital for an examination. I was referred to doctor and the doctor was talking to me in very bad and humiliating manner.

The doctor asked me why I don't have a children in very bad and discriminative way. It is my choice would I have children or not but the doctor was talking to me as I was not worthy to live in this earth because of my decision. I had my routine check-up abroad and they discovered this polyp and because od that the doctor treated me badly thinking that I come to the UK to fix my problem. I am British citizen and I only went private to have full check-up because I visited my parents and because It was cheaper there to fully have my check-up including papa test, ultrasound and breast check-up. Those examinations are part of routine in that country and it is done every year. Here in the UK I can have only papa test done every three years but without the ultra scan so that was the only reason I did it abroad. I give my results to my GP in Rochdale and they referred me to Your hospital. This gynaecologist was talking to me as I was three years old and disrespect me by tone of their voice and the was the doctor was looking at my results on the paper. However the doctor send me for scan , and I did it. That was a year ago and I never been called back to the hospital for hysteroscopy. Also on their discharge document that I received later the doctor wrote that

the doctor see in "Polish " language that my scan shows 14.4x9.3 mm polyp. I must say that this document is not written in Polish at all and I am not polish neither. This is just showing me that the doctor like to presume and I believe that the doctor also presume that my polyp is not cancerous and can just be left untreated! Every polyp could be 1% cancerous and In my opinion it would be better to remove it then risk and let polyp grow and become bigger feeding on blood stream inside. Not nice feeling at all. In mean time I start to bleed between my periods and year ago that wasn't a case. So my polyp now cause the problems which could be avoided if that doctor was more knowledgeable and had more communication skills.

Poor care, poor communication skills, discrimination

Posted by Anonymous 2 months ago

There was no apology for cancelled previous appointment, lost blood tests and lost blood cards not being sent.

Was told by another consultant that my bad health was connected to colitis. The Dr disagreed and argued with me throughout the consultation, and has left my health problem untreated without any investigation or referral to another consultant to treat.

Because I was stressed and upset about the whole appointment and the Dr's disrespectful treatment of me they had the audacity to suggest that I see a psychiatrist!!!!

The Dr is an embarrassment to the medical profession.

Poor care, poor communication skills

Posted by Anonymous 14 months ago

No care provided to my uncle...just left to lie in a bed .Had to request a chair so he could be helped to sit out...completely unsatisfactory care provided.

Poor care

Posted by Brokenankle (as the patient), 4 months ago

I hurt my ankle so I went to the local minor injury unit. The doctor there told me I had fractured my distal fibula so put me in a cast and set me up with a fracture clinic appointment. I had to transfer my care to another trust, and arranged a new fracture clinic appointment. When I arrived the Dr told me that my ankle wasn't fractured! He offered no explanation as to why there was a conflict in doctors opinions, and also no advice was offered to me to look after my injury. I left feeling very confused and worried.

Possible misdiagnosis

Posted by Anonymous 11 months ago

I visited this A & E after work due to what my GP suspects as a slipped disc and nerve pain. I was treated within the hour, including seeing the triage nurse so that was fantastic!

However, the good service stopped there. I was treated by a doctor who didn't know how to lower / fix the bed from moving. So I had to try and hop on this bed with an extremely sore back.. Whilst it moved to my embarrassment.

I told them my issues, didn't seem sympathetic/ gave any empathy at all. Just started asking routine questions and sounded like a robot. I appreciate they would have to ask some routine ones.. but still.

They examined me and noticed that it seems that it could be my sciatica nerve that was being an issue. I told them I Can't take tramodal at work due to the side effects. They then quickly jumped at the chance to say that obviously why I'm in pain and told me that they can't do anything to help. (This was within 5 mins) Told me to just take the tramodal.

I tried to push further for help, only then did they say they'll write to my doctor to refer me on for an MRI.

So I left, barely being able to walk, numbness in my legs , toes, arm and neck... but I thought at least I'll have an MRI app soon.

So here we are today, pain is getting worse despite being on tramadol like the Dr said.

I visited my GP, they told me to stop taking tramadol. Said the issue was because my gabapentin dose wasn't high enough to help (with the A & E Dr was aware of) they also gave me something to help me sleep (which again the A & E Dr was aware of brig an issue) they then told me that I have been fobbed off by the A & E Dr as they Can't set up MRI app and that no referrals were made.. The app is something that the A & E Dr should have done seeing as I was at the hospital and they have a facility to create appointments there!! They said it was lucky I came in otherwise I would have probably been sat waiting in pain for a referral letter that was never coming!

I am so upset and angry by this and will be making a formal complaint about this.

Poor diagnosis, poor communication skills, medication issues

Posted by Anonymous 14 months ago

Some of the staff are fabulous, but unfortunately there are some who really should not be working with ill, mentally and physically damaged patients. Laughing, joking, detailing last night's conquests, sneaking in rooms to make calls on mobiles, being rough with patients and complaining about them whilst doing so, leaving patients alone so long they soil themselves - the list goes on. Oh, and if you want to talk to the staff about your loved one during visiting hours you'll find they are "on a break" or if you do manage to find one they

huff and puff telling you how short staffed they are. This ward has been the worst experience of a hospital I have ever had the misfortune to encounter. As stated previously, there are some very caring, very helpful staff here, but the attitude and actions of the few totally spoil this ward.

Uncaring, unavailable staff

Posted by Anonymous 14 months ago

The receptionist was the most helpful person at the surgery. The specialist was the most ignorant doctor I have ever seen. No eye contact, no explanation given to patient. If you do not ask you do not get any information. I felt really undervalued and touched in my dignity too. The nurse was not helpful either as they were too busy training a colleague rather than explaining to me the procedure. Mediocre service

Ignorant clinician, lack of dignity

Posted by Anonymous 14 months ago

not happy with service been 7 months since December calling the staff myself my solicitor my gp to get my reports but they not helping at all.came in a&e twice .even my solicitor paid fees for reports but no reply don't know what else they want nd what do i do now from Birmingham

Poor service

Stroke Care

Posted by Margg5 (as a staff member posting for a patient/service user), 3 months ago

This story is being submitted by Healthwatch Oldham on behalf of someone who wishes to remain anonymous. Any response to this story will be communicated with the individual concerned.

On Saturday 2nd April my friend was taken to Royal Oldham hospital by ambulance as she was feeling unwell, the fingers on her right hand were not meeting properly and she suspected a possible stroke.

At the hospital she was given a brain scan of the back of head and told that she needed to have an MRI scan to ascertain the treatment she may need.

I visited her on Sunday 3rd April and was told by her daughter that she was still awaiting an MRI scan and would be transferred to Fairfield the specialist stroke unit for the area. I observed that she still had a firm grip in her right hand, she was a little unsteady on her feet and the left side of her mouth was slightly droopy

When I visited on Tuesday 5th April, she had been moved to F2 (which no longer exists). It became clear that she was still awaiting the MRI scan. This puzzled me, she was not receiving any treatment and her right hand was clearly getting worse. I asked a nurse to try to explain to me why she had not been given a scan as I understood, from the public awareness campaign on TV that time was of the essence with a stroke. She was still waiting to be transferred to Fairfield.

Later that day, she had the Scan, I received a phone call from a doctor attending her who informed me that my friend was very upset on learning that because the MRI Scan was not done immediately, it was too late to do anything, he told me that the situation was shambolic and that there is no facility to treat Stroke victims in Oldham.

My friend was discharged the next day, she has lost the ability to use her fingers properly in her right hand and her speech is impaired. I feel that the treatment was totally inadequate and had she been given a scan immediately and transferred to the stroke unit, the outcome and recovery would have been much better.

I want to know:

Why the MRI scan was not carried out on the Saturday when she arrived at the hospital, not on the Tuesday?

Why she wasn't transferred to the specialist stroke unit at Fairfield, indeed, why she was not taken there directly, if a stroke was even suspected?

Why the shortage of beds is effecting the treatment of emergency cases?

Why the Royal Oldham Hospital is not equipped to deal with Stroke Patients?

Why the National Stroke Awareness campaign tells us that to treat a Stroke effectively, people need to get to hospital early, yet there are not facilities to treat you when you get there.

Stroke, delay in transfer to Fairfield, poor outcome for patient, terrible care

Accident and Emergency

Posted by Anonymous 5 months ago

I was admitted to resus on 31st March, as a nurse myself I know about good standards of care, which I have often received at fairfields A&E department.

I was seen swiftly, however that was where the positivity ended. The ECG leads were covered in someone elses blood. The nurse attending to me hardly spoke to me, ignored my calls of chest pain and never recorded an ECG when we could all see on the monitor my ECG was abnormal (suffering with PVCs). The nurses then sat and discussing "cheesy garlic bread" that they were ordering from the takeaway, ignoring all patients in resus. When I was discharged the nurse removed my cannula, however I was then left covered in blood

and given nothing to stop the flow, my mum then had to bandage me up. I was then left to disconnect myself from all monitors while the nurses continued to discuss their takeaway. Overall, the nursing staff in resus on the night shift 31st-1st April were poor and considering the wonderful experiences I have had in the past at the hospital I was shocked.

A & E, poor care, poor/dangerous practice

Posted by Anonymous 8 months ago

I was brought into A&E by ambulance at Fairfield after suffering two seizures. I was taken to a cubicle and not long after I was seen by a doctor and it became apparent very quickly I was unable to move my legs. I was then discharged. To cut a long story short, I was told it was psychological, I was taking up a bed. They basically didn't believe me. After 12 hrs I was sent home as I was given a crutch to use. Doctors and nurses were stood around looking at me and laughing. So disrespectful!

I will not be recommending this department to anyone!

A & E, poor/disrespectful staff and care

Posted by Debbie H 10 months ago

My 83 year old mother suffered a severe prolonged nose bleed resulting in overflow bleeding from her eyes.

I contacted BARDOC who, given that by this time she had been bleeding for well over an hour, despite following the advice on NHS Direct, arranged for an ambulance

The excellent paramedics on arrival found her to be hypertensive with tachycardia and told her that she needed to go to A & E.

We arrived at Fairfield at 11.15pm, more than two hours since the onset of her nose bleed. Following a brief triage our long wait started - we sat in the waiting room - my mother tired and weak in bloody nightclothes, until 6am when we were finally called through to the Holy Grail behind the closed door.

Whilst I understand that A & E prioritises the most sick, given the lack of checks on the patients who had been sitting there for so many hours, one wonders if this system actually works.

Those working remained behind closed doors, there was absolutely no communication, explanation or apology to anyone.

The receptionist was the only available person to talk to. Given that they did not seem to know what was going on save for the fact that we had all been waiting for far too long, it appears that the lack of communication from the staff behind the closed doors extended to their colleague too.

Yes, Fairfield certainly breached its waiting times for a significant number of patients, this might not have been avoidable in some cases, but a little care and communication would have made a difference .

Had any of the patients had the misfortune of their condition deteriorating rapidly, this lack of communication and care could have resulted in something far more serious.

The medical staff were very caring and attentive once you reached the other side of the door.

I am not sure how to resolve the problem with the health service but I think Pennine has a lot of work to do to bring the trust hospitals up to the level of the better hospitals in the region.

A & E long wait, poor communication

Posted by Anonymous 12 months ago

Visited A/E last evening with my husband who was in considerable pain. After seeing the doctor we were told to wait in the waiting room, while they got some tablets ready for us to take home.

After around a hour and a half waiting for the tablets I went up to reception to see if we had been forgotten.

The receptionist said they do not forget people and they were extremely busy.

We had arrived at A/E at 8.15 and at around 3.00 am, the doctor who had originally treated my husband spotted us, and went to check where the tablets were.

A nurse then came out with the tablets and said the notes had been mislaid!

If the receptionist had checked why we were still there three hours before, we could have been home a lot earlier.

As we are both self employed we both had to be up for work at 5.45 so ended up only having 2 hours sleep that night which is annoying.

A & E, long wait for medication, poor reception staff

Posted by Anonymous nearly 2 years ago

My family and I have suffered extremely poor care from this NHS trust on numerous occasions. Unfortunately, in emergency situations you've no real choice of provider. This afternoon I took my partner to Fairfield General Hospital on the advice of our GP. My partner has had a stroke in the past, a heart attack and has antibodies in the blood that increase the risk of these happening. Today stroke was suspected. The triage nurse had no interest in listening. We were told by the triage nurse that she would contact the stroke nurse. Half an hour later my partner's symptoms worsened. I knocked on the door of the triage room but received no response. Less than a minute later the nurse came out and shouted another

patient's name. Fortunately the lady she had called told her we wanted to speak to her. My partner's symptoms weren't reassessed in the triage room. The nurse discussed them in the waiting room in everyone else's hearing. She said the stroke nurse is here but she doesn't know where to assess you, I'll let her know your symptoms have worsened. Ninety minutes later the stroke nurse appeared. It seems that Fairfield's method of stroke assessment is to leave a patient in the waiting room. When the stroke nurse appeared she said you're going for a CAT scan. It turned out that we simply went from sitting in one waiting room to sitting in another. Eventually a scan was performed. Then we were put back in the main waiting room for A&E. Three hours after arriving we were seen by a doctor who hadn't bothered to read the referral letter. The doctor didn't even seem to be aware there was one until I mentioned it and there it was in the notes, which clearly he hadn't read. I fully appreciate that patients in A&E departments are seen in order of priority of need and that's the way it should be. However, there were patients who arrived in the A&E department after us, who had less serious conditions and were seen prior to us. I know these people had less serious conditions because I spoke to them and I know what was wrong with them. I hope people read this on here and realise what a seriously poor service is being provided at this hospital's A&E department. I could write a letter to their complaint department. I know from bitter experience that first they'll ignore my complaint then they will reply saying we did nothing wrong. If you can avoid going to any service within this trust please, please go to a decent hospital. On this occasion it was fortunate, my patient hadn't had a stroke. But, they waited three hours to find that out. The TV adverts tell you to act fast if someone has a stroke; seems the NHS hasn't taken onboard its own message.

A & E, poor stroke care, rude staff

Waiting times

Posted by clive taylor 7 months ago

My wife took my mother-in-law to the dental department on Tuesday 2nd February for a problem tooth to be removed. the appointment time was 11.30am. The problem was that everyone's appointment time was 11.30am. My mother-in-law (who is 94years old) was not seen until 4.50pm. That is a wait of nearly 5 and a half hours. That is totally unacceptable. The problem is that everyone are given the same appointment time. The appointments should be staggered.

Waiting time should be 1 hour or less, and this can easily be managed by competent staff. If you have serious staff shortages, then the waiting patients should be informed. If their waiting time is going to be 5-6 hours then patients can decide to leave if they so wish and re-arrange the appointment when you are not understaffed.

Dental unit, excessive wait fir older person.

Posted by Anonymous 9 months ago

First appointment 10:00 am saw doctor 12:04pm next visit appointment 9:00 saw doctor 9:20 (this appointment doctor did not arrive until after 9:0am) other people there from 8:45 Appointment 26/11/15 appointment 8:45 doctor did not arrive until after 9:00 wandered round looking lost called me in 9:15 but I hadn't had drops in so they put drops in & told me to wait. Meanwhile gentleman whoes appointment was 9:0 had his drops after me & doctor called him in I was seen at 9:25 & out by 9:30

When there are signs for wasted appointments then there should be signs to say how long patients are kept waiting especially when time taken off from work!

Why so many appointments before 9:00 when Dr don't appear until after 9

However can not fault treatment staff & Dr very efficient

Long waiting times

Posted by Michele Parker 10 months ago

We were well enough to wait, but observing the staff and waiting 7 hours was very frustrating. I watched as the staff chatted standing at the desk filling in paperwork, when my wife was in pain, the same staff finally got round to treating her. Failed the friends and family test here!

Long wait, inattentive staff

Posted by Anonymous 12 months ago

how an 83 year old can be left from 3;30pm at the hospital with arrangements made for her to go into a nursing home for respite and is not taken from the your hospital until 10pm so that she arrives at 10;30pm at the nursing home i find it very upsetting that my mother was left in that state and is paying for that today with feeling cold and cannot get comfortable and may be you can tell me when someone is ill enough to warrant a hospital bed as my mother was deemed to be not ill enough for your hospital

Long wait for discharge

Posted by Aggy 13 months ago

After being told to wait 6 hours on a chair in a freezing cold room I was then seen by a doctor who had no respect for me whatsoever (ENT doctor) and did not seem very happy to do the procedure. Hospital was all too keen to discharge me despite the fact that I was suffering from post-op complications. I still can't taste food - sweet taste buds seem

completely gone. No one advised me of this potential post-op complication and this is not listed on the NHS complications list. My tongue hasn't been damaged either. I am in the process of making an official complaint and can only hope that I will be able to taste food soon.

Long wait, lack of respect, poor outcome for patient

Posted by Anonymous 15 months ago

I was given a 9.20am appointment with the consultant at Fairfield Orthopaedic Unit and arrived at 9.05am in the waiting room after registering at the reception. I then had to wait until 10am before being moved from one waiting room to another outside their room. The consultant then left the room and I had to wait until 10.30am before finally being seen by them. The nurse was less than helpful and we got no apology for the length of time we had to wait. A young gentleman sat opposite us had been waiting longer than us and another couple whose appointment was five minutes after ours were thinking of leaving due to a train their daughter had to catch. There appeared to be patients arriving after our appointment time, being seen before us. This is extremely annoying and after seeing the consultant, I was asked if I could have an x-ray. I explained that I had a dental appointment at 11.20am so had to leave. Considering most appointments only last five minutes, why do you have to wait so long without an apology.

Long waiting time.

Posted by Anonymous nearly 2 years ago

My appointment was 2.10pm, I got there at 1.55. Gave the receptionist my completed info form, she bade me take a seat. There were 2 people/patients waiting already. Over the next 15 minutes those 2 went in and 6 other people/groups sat down. I thought I would be next, but 1 by 1 all six people/groups went in in front of me! I approached the receptionist and enquired if I had missed my call (I knew I hadn't, but this was the most polite way to say what's going on!) it was now 50 minutes I'd been waiting, she said I was early but yes I should have gone in by now, I said all 6 groups had gone in before me, I couldn't believe it when she then said, "yes but all their appointments were before mine" ?? I said "so you don't have to be ontime, you can be late for your appointment then!" she said "just a moment" then disappeared through the doors, came back with a nurse and told me I was next. At this point I was extremely upset and not in the best mood to go in for my long awaited (months) appointment.

Long waiting time

Posted by Marie S nearly 2 years ago

I was suppose to see specialist in August 2014 about my Kidney blockage they cancelled it till September... then they cancelled it again till October then cancelled it till November then they cancelled it till December (OMG Grrrr !!!) then last week I got a letter to say it been cancelled again new date is November 5th (woop next week) but the wooping was short lived - this morning (1-11-14) - got another letter its cancelled until 31st of December OMG !!! It's only my health you are messing around with!!! All because there is no consultants where are they then ?? 5 months there is none available ???

Repeated cancellations of appointment

Posted by trisha mcenerney nearly 2 years ago

i recently broke my clavicle and was referred to fairfield in 4 weeks i have seen 4 different drs 2 say need op 2 say i don't! have agreed to op referred to north man told was having op mon tue next week by a dr then rang n told actually it will be another 2 week by a dr iv never seen or spoke to! also av to be there 7 30 in morn on my own not admitted just in a waiting room nil by mouth in agony to be told i may still not be seen! really upset angry frustrated and very anxious where is the dignity and care here I'm that scared don't think ill go my career could be over 6 weeks off so far n still no treatment n don't think i can face the situation ahead feel let down by whole system bone is broke in 3 places and is very painful actually can't believe our nhs treat people like this its appalling!!!!

Conflicting diagnosis, cancellations of treatment

Ward/unit

Posted by Victor Alan Davies 13 months ago

Ward F5 this time was bad especially at night and one of the night nurses was mocking my body language. I still do not know why I went to ward F5 one day early to take my prep for a colonoscopy I normally take it at home using my own toilet paper. The prep was dreadful plus a bleeding rectum due to hospital toilet paper! I was totally ashamed of having the doctors performing such a complex procedure being presented with a bowl which was so unclean. That has never happened before. As far as getting to the hospital by ambulance the whole thing became a buck passing exercise between the sister on F5, the bed manager and the ambulance service. In the end I had to pay some one £10 pounds to get me to North Manchester. Getting back home was nearly as bad. I was on F5 last year for a hernia operation when, the ward was fully staffed and things went very well. I did have to wait nearly six months for surgery by that time a small hernia became for me a large and painful hernia and I had to wear a trust to reduce the pain. Keyhole surgery could not be done so I

had old fashion surgery and I did not mind, things went very well. All the issues are with the staff on ward F5.

F5, rude staff, poor care, patient transport issues

Posted by David 14 months ago

My grandfather has been taken seriously ill. Ward 7 is horrendous. First of all they dropped him on the floor when transferring him from trolley to the bed. Then they would not let us help him, despite me being his fully registered carer. They very nearly dropped him a 2nd time, if it was not for myself coming through the curtain and preventing this. Then he would have been on the floor a 2nd time. The staff was very sarcastic, when asking them you will look after him ? And we get a sarcastic sneer back 'no we are just going to leave him' was the reply... They shouted at him when he had an accident on the floor, and tried rushing him into bed. Where they did not let him out of bed for 3 or 4 day. Absolutely despicable... To sum up... Rude. Bullying, sarcastic, forceful and uncaring.

Ward 7, rude bullying staff, poor care

Posted by Anonymous 17 months ago

my husband had an elective cardioversion (electric shock to the heart) here yesterday, the whole experience was a farce. From the clueless receptionist who looked like they were on day release to the most unfriendly unprofessional nurses on ward 12, nobody seemed to know anything or where to go or explained anything to us. It was like a cattle market, have never witnessed anything like it. The nurses were unbelievably rude whenever we asked how or where he was and just said they are busy, I'm sorry I'm busy in my job but I would never treat worried relatives with such a lack of compassion. I'm actually shocked how badly we were treated and, no, I won't be contacting PALS as is the only response on here to bad reviews but I can say that I will never set foot in the place again!

Ward 12, rude staff poor care

Posted by Anonymous about a year and a half ago

Had a hearing test and hearing aids were replaced with new supposedly better aids. Had to return to have them retuned because they were too loud and whistled. After 2 weeks perseverance I returned to ask for them to be retuned because they were still too loud and the constant whistling was driving me mad. I was told I had to get used to them, I was hearing what a normal person heard and I couldn't have them adjusted as I would only be back asking for them to be re adjusted. The person I say spoke to me as if I was a stupid child,

they had a script and was delivering it regardless. They might have been hearing but they certainly wasn't listening. As a result I am investigating obtaining aids from Specsavers

Audiology, poor care and rude staff

Posted by Anonymous about a year and a half ago

My partner was here very recently for an operation on his nose, all I can say is that all the staff I came across were the most rude, unprofessional, waste of NHS money I have ever encountered in any hospital. I couldn't stay with my partner because men and women aren't allowed to be together in rooms and that would have been fine but the woman in front was allowed in with her husband because she was scared? So because my partner is male he wasn't scared or anxious? The staff on ward 12 and 14 are a pure disgrace. I have been to the MRI and Tameside hospital numerous times as a patient and visitor and the staff even though over worked are always helpful and friendly. I honestly hope me or my children never have to end up in that awful place with rude, awful staff. And I'm genuinely sorry for any one who has to stay there as a patient. The nhs should invest in new nurses who know how to look after an deal with patients instead of dis interested waste of money they have there.

Wards 12/14, rude unprofessional staff

Posted by edwardspatricia about a year and a half ago

My appointment was for 3.10pm and I left the clinic at 5.00pm other patients were still waiting to be seen The visual fields staff and the clerical staff had left so no appointments could be booked. Therefore letters will need to be sent out resulting in more administration work and possible cancellations as the appointments may not be convenient. Whenever I have visited the eye clinic I have had a long wait the longest appointment time 1.30pm left clinic at 4.50pm .It is unacceptable and needs investigating to why these delays continue. Are too many patients booked in ? A time and motion study would be a good idea

Eye clinic, long waits and poor communication protocols

Posted by Anonymous nearly 2 years ago

the hope unit do not know what they are doing. my son has been in there for two months and he has completely fooled the doctors and staff and if you tell them, its alright he is ok, if he is ok how come on home visits he still attacks his mum, she has bruises every where. child mental health

Hope unit, poor mental health care

Maternity

Posted by Hannah Davies 14 months ago

I visited the A&E Department on 20th May 2015. I was 5 months pregnant and had been experiencing reduced foetal movements after straining myself when lifting something. A work colleague brought me in to get checked to put my mind at rest as something definitely didn't feel right. The staff didn't have a clue what to do with me. The consultant made me feel like I was being over the top when I told him I had pulled something, they proceeded to say "well you can do things as normal when pregnant you know. You can even horse ride and stuff" which was not only patronizing but also extremely irrelevant. They took a blood sample to confirm I was pregnant and to "detect the pregnancy hormone" (seems ridiculous at 5 months gestation) and then put a cannula in my hand "in case I needed any fluids" and made me wait 3 hours for the results of this blood test, all the while I was still not feeling baby movements and confused as to why they didn't just perform a scan or check the heartbeat and send me on my way. When my results finally came back, they basically said "we need to move you to North Manchester Hospital because we aren't equipped to deal with you" and started bandaging up my cannula ready for my journey over there. This left me extremely distressed as I didn't know what the problem was and assumed something was seriously wrong with my baby. They had also made me take 2 codeine tablets despite me repeatedly telling them I wasn't actually in any pain. I also told them at this point that I was booked under Royal Oldham Hospital not North Manchester, however they still insisted this is where I needed to be sent. On arrival at NMGH the staff were shocked I had been sent there and told me I should have been sent to Oldham, where I was booked. I was promptly seen by a midwife who couldn't understand why I had a cannula in, and removed it straight away. She was also very shocked I had been given codeine tablets when I wasn't in any pain, and told me that my baby was probably fast asleep due to the strong painkillers and it was no wonder I still hadn't felt her move. She did a quick heartbeat check and confirmed everything was ok, and sent me on my way. I can't believe how little Fairfield seemed to know about how to deal with a pregnant woman. This is the closest Hospital to where I work, however if a future emergency were to arise whilst I was at work or in the area, I would definitely travel the extra distance to Royal Oldham for a better standard of care.

Maternity, poor staff and care

Posted by Anonymous about a year and a half ago

I had a d & c after a miscarriage today 13/3/15 at the day surgery unit. I am still in shock and severely upset by the treatment i received. I waited 4 hours to go to surgery. I didn't mind. The anaesthetists were amazing. They comforted me and talked to me. Everything was ok

until that point. I woke up in the ward at 1pm. It was obvious i had a bad reaction to the general anaesthetic. I couldn't open my eyes. I fell asleep for 2hours. I was woken up a few times but couldn't wake up. I was feeling faint and shaky. At 3pm a registered nurse rudely told me i need to wake up because i'd been there since 1pm. I could barely speak. I said i'm hungry. I heard her tell the student nurse she needs to eat and then leave. I couldn't eat and i was violently sick all over myself and the bed. I couldn't even focus and i was very confused. I was told can i ring my husband. I said no to which the nurse seemed annoyed. I also said id need a wheelchair. How could they not see i wasn't in a fit state to walk. The nurse repeatedly told the other staff I had been here since 1pm. I was made to put my clothes on. I thought I'd faint whilst putting my clothes on. I was given some medication instructions and forms which i didn't understand because i kept drifting off. I then had to walk to the waiting room. Soon as i left the ward, i cried uncontrollably to my husband. Having lost my baby was hard enough but the treatment i had was much worse. I realise there's a bed shortage but i was clearly unwell. Being told once i had eaten and once i'm in bed at home i'll be fine is not good enough. I was literally dragged out of the bed. I wasn't in pain from the d&c and it wasn't hunger. I was clearly suffering from side effects from the anaesthetic. It took hours for the anaesthetic to wear off when i got home. I had tingling in my legs and arms and felt dizzy even after i ate. What person would deliberately like to stay in hospital? I was too confused to even talk in full sentences. When i couldn't eat the sandwich, one nurse said maybe you will be able to eat when you eat food you are use to, when you get home. Does the nurse think i only eat curry and have never had a sandwich? Had the nurse thought i can't eat because i'm sick? People react differently to procedures and other people may have been fine but i wasn't. Maybe because i couldn't get my sentences out, the nurses thought i can't speak English??

Maternity, Poor staff and care, rude staff

General

Posted by AUNTYMAL nearly 2 years ago

My friends neighbour - an elderly lady living in sheltered accommodation - ended up at your A & E yesterday, (18.10.14). She had fallen at home and was taken to hospital via ambulance. She had a bang to her head. Treatment was given, but the lady was then sent home on the bus! Yes, really. She was advised by your staff that there was a bus stop just outside. This meant she had to take a bus into Rochdale and then home to Whitworth. From the bus stop there there is a good 10 minutes walk! What would your position have been had this lady collapsed on the bus? She has no family to collect her from the A&E. Please check on your policy & procedures. I am disgusted with this. **Poor patient transport**

Posted by Anonymous nearly 2 years ago

I think that there is something wrong when the standard visiting times for the wards is 3pm-4pm and the restaurant closes at 2pm. One wonders if the unavailability of the restaurant to the visitors is a deliberate ploy to reduce the usage of the restaurant and so ultimately have a reason to close it down.

Restaurant hours

Posted by Christopher Shyne nearly 2 years ago

Why do you not have a proper site map showing the locations departments, car parks, toilets etc etc . This is what a patient needs to know, ideally before going to the Hospital. Is this not obvious? The facilities are not just for the people who work there.

Poor site map

Mixed

Posted by Elys Kent 3 weeks ago

My Gran is currently being treated in this hospital after deteriorating during a short stay in a care home. She has severe dementia, and diabetes and when she was admitted had a chest infection, kidney infection and a massive bed sore which had developed into an open wound that was also infected. she has been given treatment and we the family have been included in treatment decisions, however she is in a lot of pain and because of her dementia refuses pain killers however with 3 infections pain relief should be given as standard not whenough asked for especially with a patient with severe dementia. She's also had a catheter put in place and keeps getting herself covered in her own faeces. We the family have had to clean her every visit which has been everyday! We are aware she will probably not survive this so all we are asking for is basic care comfort and cleanliness so that her last days are dignified. This is not much to ask for!

Good care and communication but poor pain relief and lack of dignity.

Posted by KarenHarris 7 months ago

absolute torture - scared and kept waiting for over three hours - the staff didn't listen to what I had asked them to do - so poor customer service all round.

The doctor was very nice and listened even though I don't think the doctor'd had a break for hours.

Long wait and inattentive staff though good doctor

Posted by Anonymous nearly 2 years ago

Firstly, Fantastic hospital & staff proud to have such a great local facility. 1 complaint only, If you have had to have a procedure done at eg. North Manchester Hospital, & then return to Fairfield for a different complaint at a future date I have found in my experience that my records were not returned from NMH, resulting in a very long wait before I could see my consultant whilst my records were brought from NMH in a taxi, Could a system not be put in place to avoid this inconvenience, I have also been told by another patient of Fairfield that the same happened to them. Please keep up the great work that you do so well. Many Many thanks.

Transfer of records