

## Patient Stories North Manchester General Hospital

### Positive

#### X ray

Posted by Myra 9 months ago

Had to attend for ct scans in department x-ray B, and it could have been quite an uncomfortable and embarrassing experience. However the two nurses carrying out the scans were wonderful. they were professional, efficient , understanding and kind. Thank you - you are a credit to the hospital!

#### X ray excellent staff and care

Posted by Anonymous 2 days ago

I have been down to the xray department several times during my stay on ward F6 to have drains and stents inserted into my liver. I can say that from the very first visit to xray I have been treated with the utmost respect dignity and kindness. The doctors technicians and nursing staff have made every appointment as stress free and comfortable as possible by including me in all decisions about my care through to adjusting my pillow to make me more comfortable. I am a very active independent person and have found this loss of independence difficult at times but being able to chat , laugh and sometimes cry with the nurses and tell them about my life has helped more than they could imagine. I am home now and reflecting on my hospital stay and feel that these experiences stand out to me and want other patients to know so that it may help them feel less anxious if they need the same kind of treatment I had. Thank you to my consultant and their team of wonderful nursing staff and technicians

#### X ray, staff, respect, dignity, kindness

Posted by mr man (as the patient), last month

I am a man in my eighties and found myself feeling vulnerable and alone as a patient on a ward at North Manchester General Hospital.

During my stay I was taken to the x ray department where I was met by two nurses with kind and warm demeanours. In the room the Dr and x ray lady explained what would happen and the nurses checked with me that I understood everything. They made me comfortable and feel less anxious. One of the nurses explained to me that she was there as support for me and a hand to hold if I needed it. The biopsy seemed like it lasted longer than it did and the whole time I held the hand of the nurse who spoke to me kindly and made me feel less afraid and vulnerable and more like myself. She didn't let go until I was ready to give her her hand

back. In that room I was made to feel like a person who was important and my fears and needs were acknowledged and I was cared for in a kind and patient way.

The whole team were wonderful people. The nurse who held my hand was half my age and a different nationality but it didn't stop her from making me feel like a real person and that someone cared about me. The simple gesture of holding someone's hand and being kind is an incredibly powerful thing, and I felt that kindness made my illness a lot less frightening, so Thank you Lorraine and Debbie **X Ray Excellent staff and care**

## **Breast Clinic**

Posted by Anonymous about a year and a half ago

Was referred to the breast clinic by my GP after discovering one of my nipples had become inverted. Was given an appointment the same week. Staff very professional, courteous but also kind and friendly. Superb service - saw the doctor at my appointment time was given a mammogram and an ultrasound the same day and then saw the doctor again with results. Fortunately all was well. Was very impressed by this service.

**Breast clinic, excellent staff and care**

Posted by Anonymous 15 months ago

I was referred to the one stop breast clinic I am 30yr old female. Absolutely brilliant service the consultant was very friendly, down to earth and made me feel relaxed. Within 20mins I had breast examination, ultrasound and FNA. I was then told to wait 2 hours for results and was told to go and get a coffee. The Consultant who did my ultrasound and fna was very calming and the nurses are equally as good. Overall I'm glad I travelled from Bolton and can not fault anything. I left with my results and was extremely grateful. Best care ever.

**Breast clinic, excellent staff and care**

Posted by lindsey obrien last week

Fantastic service by all at the breast clinic :- ) so very professional and also very caring and kind through out the service, as soon as you enter the reception staff are great then when you go for your test and scan etc etc they look after you with absolute care and compassion, making you feel very relaxed just a great big thank to all involved it treating me you are all doing a fantastic job thank you soooooo very much xxxx

**Breast clinic, excellent care and compassion**

## Maternity/midwives

posted by Sam T about a year and a half ago

I have received continuous support and advice through from my maternity to birth and afterwards . All the staff at MAU and maternity have been absolutely excellent . They are practical , encouraging, reassuring . They are very professional . Thank you

**Maternity, excellent staff and care**

Posted by Uzma Qazi. 16 months ago

I gave birth to my son 10 says ago ... I was induced at 39 weeks ... All pre natal , labour and post natal wards staff was very nice smiley and helpful , highly recommended for antenatal

**Maternity, excellent staff and care**

Posted by Agnieszka Pilch 14 months ago

I had baby last year, and i had to stay in hospital for week, midwives were very friendly and helpfull, and hospital is clin and nice food is provide, thank you so much

**Maternity, excellent staff and care**

Posted by Phils1979 11 months ago

It's not often that we write reviews but my wife and I were so impressed with the care we received from the staff at the Birthing Centre at NMGH that we just had to make an exception. Despite the unexpectedly rapid progression of my wife's labour we received first class treatment from all staff at the maternity assessment unit and birthing centre (special mentions to two particular members of staff for their help, support, and care). Whilst people are quick to criticise bad experiences people often don't share the great experiences. We can't speak any more highly of the care we received from this team, and baby Joshua says thanks too.

**Maternity, excellent staff and care**

Posted by Iain and Faye 11 months ago

The liaison between Fairfield Hospital and NMGH is quite poor. The problem is there to be seen. Since the Maternity Unit at Fairfield closed, Bury residents are left with a choice. To go to Bolton, NMGH or Oldham. If you choose Bolton, then all your scans are done at Bolton. If you choose NMGH then you have a choice to go to Antenatal at NMGH or have the majority done at Fairfield. The problem here is that although Fairfield is acting as a satellite for

NMGH, the midwife's are all based at Bolton. So have no idea as to how NMGH operates. Both from a practice point of view, nor facilities. This needs to change.

Our Baby was conceived through IVF at St Mary's Manchester. So being first time parents, we had no idea what to expect. We were directed to the Maternity Assessment Unit at NMGH due to blood pressure issues, on the second time Faye came into labour.

The staff were undeniably helpful, caring and above all, calm. We were transferred to the Labour suite, our own room where the birth would take place. A midwife that stayed with us throughout the whole of the labour and eventually, birth.

The Postnatal Ward that we were transferred to was clean, efficient with an air of friendliness, but the main thing we picked up on was just how quiet the ward appeared. Each of the sub wards are doored off so if there was a problem, the rest of the ward could go about its business. Again the staff here were attentive and efficient. We had a problem with our little girl, Jaundiced and not latching on to mum to take on food. The midwife stayed with us until she was sure that our little girl had taken on some feed, over an hour in one case. Very impressed. We were kept informed as to what was happening with tests and also with the general care to both baby and Mum. I also got to stay, all be it on the floor, I do think that could be improved. Space is a premium but if you offer that Dad's can stay to help and support, then a better provision needs to be in place for them too. We had a shower facility, which had a faulty tap, it came off the wall and could of caused a serious injury, also the Shower door detached and fell on to Faye. I feel a review of this needs to happen to make sure all amenities used by patients are in good safe working order. Our due date given by St. Mary's way back in December 2014 was 15 August 2015. First time mums are apparently notorious for over running. But Bee, arrived on the day everyone suggested, hence the title above. So to sum up what can we learn.

1. There needs to be more training to Midwife's at Fairfield to the running and procedures of NMGH. Maybe a shared staff between Bolton and NMGH, where they BOTH learn each others protocol.
2. The heat in the Maternity Assessment Unit needs addressing, it was genuinely unbearable, especially when you consider all of the mums going there do have a problem.
3. Get those showers checked and made safe on Postnatal ward, someone will get seriously hurt.

We would use NMGH again.

**Maternity, poor processes, poor facilities, excellent staff and care**

Posted by Claire Peachey 9 months ago

I gave birth to my beautiful little boy on Sunday afternoon, I can't say one bad thing about my experience. From the assessment unit to labour & on the postnatal ward... All the midwives were AMAZING, they certainly don't receive enough thanks.

Went in with a few worries during pregnancy, you wouldn't have thought I had any problems! It was all sorted & they kept me calm & got me through my labour! All I can say is a massive thank you from myself & other half :)

Thank you so much, to all the amazing midwives at north Manchester on Sunday 18th - Monday 19th October! Xx

**Maternity, excellent staff and care**

Posted by Anonymous 9 months ago

I gave birth at the bluebell birthing centre on 9th October and despite the pain of labour it was made a relaxing and great experience by all the midwives and care workers who work incredibly hard to ensure you're comfortable and looked after. The birthing room was amazing and I managed to give birth in the pool which was relaxing (didn't think that at the time but was too busy pushing!). Looking back it was such a wonderful experience and the midwives were so lovely. My husband and I stayed over in a private room as being first time parents wanted to gain some experience from the trusted care workers and they were brilliant too! If I have another baby I would definitely hope to give birth here again thanks North manchester.

**Maternity, excellent staff and care**

Posted by Nyckie 8 months ago

I gave birth to my beautiful little girl 22.11.15 on the birth centre at nmgh. I was a little apprehensive as my first labour was very complicated but was reassured that everything was fine to go there. The midwife that looked after me was amazing. They were so calm and comforting and really put me at ease. I was able to have my partner and 2 of my closest friends with me and they were also treated really well. The midwife was by my side the whole way through and never patronised me or made me feel uncomfortable like has happened previously. I would recommend anyone without complications to go and try it out there. The treatment wasn't like NHS and the tea and toast flowed for us all after. I hope this message can be passed to my midwife as they really are a credit to your maternity service. Thank u so much for making such a stressful situation so amazing. Xx

**Maternity, excellent staff and care**

Posted by Natalie 8 months ago

I would like to pass on how excellent the midwives were on the birth centre, they made every aspect of my second sons birth incredible, I cannot rate them or the center high enough.

Nothing was too much trouble, everything really was fantastic. Thank you!

**Maternity excellent staff and care**

Posted by Jackie carter 7 months ago

I would just like to say a massive thanks to all the midwives, doctors and all the other staff. I was in an out of hospital towards the end of my pregnancy. I was well looked after in all sections, Antenatal, labour ward and postnatal. The staff would not do enough for me. One of them even over heard me saying to my mum I was craving a ham salad sandwich. Next thing you know, they turn up with one for me :). I will certainly be planning on having my next baby here they couldn't have made me feel more welcome. The only down side was that if I had an appointment at 11am is there was no where to park, was a real struggle but still no fault to the hospital

**Maternity, excellent staff and care**

Posted by kate adamson 4 months ago

I recently gave birth on the 18th March 2016 and felt strongly about leaving a review regarding my experience at the North Manchester Birthing Centre/ Labour ward.

As a first time mother the whole labour experience was completely new to me. Throughout my time in the birthing centre/ labour ward (shortly after giving birth) I was met with nothing but professionalism. Ranging from the midwives and health care assistant who all helped deliver my baby, supporting me, my partner and mother throughout the process.

The birthing centre's facilities are amazing and I can't recommend them highly enough.

Providing what I felt what went above and beyond my expectations.

Shortly after giving birth I was met by the surgical team who explained my treatment thoroughly and where very quick and efficient.

Once on the labour ward recovering all midwives, health care assistance and breast feeding support workers, were polite, welcoming and encouraging.

Summary: I would absolutely use this hospital again, all staff I encountered where amazing along with the service they provided to myself, family and baby.

10 out of 10!!!!

Kate Adamson

**Maternity, excellent staff and care**

Posted by Anonymous last week

Dear All, My wife was admitted to the hospital due to severe dehydration and being generally unwell. I can safely say it is the fastest and most efficient ward I have been to on the NHS. My wife was seen straight away, followed up on every 2 hours whilst checking baby was OK. All the midwives were very helpful, no-one talked down to her as if she didn't know what she was talking about.

Thanks to all the midwives on the ward!

**Maternity, excellent care**

Posted by Karen Halket 3 months ago

I had my first baby in the birth centre on the 31st January. The labour was very quick and the staff were not expecting my arrival but all were calm, professional and extremely helpful. I managed to have the birth of my choice and it was a very positive experience. I want to thank all the staff for looking after us so well.

Karen

**Maternity, Excellent staff and care**

Posted by Christina Harlowe 2 weeks ago

Had my baby Sophia Sandra in the labour ward on the 13th July at 2.08am.

The midwife looked after me and helped me deliver my baby safely with lots of support and encouragement. I really couldn't have done it without them, they were amazing, kind and supportive.

After I delivered baby, the team in the labour ward helped me recover and supported me with the baby.

We cannot express how great grateful we are! Thank you

**Maternity, excellent care and compassion**

Posted by Anonymous 2 months ago

We had our baby boy delivered in the labour ward and the staff there were amazing, we had problems and the staff were calm and reassuring and explained every step as we went we knew there were problems with the birth but they made it seem no problem and knew exactly what to do to ensure our baby was delivered safely.

Thank you so much.

Our favourite midwife was a genuinely really nice person who knows their profession, nothing was too much trouble and they take no messing.

Thank you all for your help and expertise.

Ant, Gem and baby Max

### **Maternity, excellent staff and care**

#### **A & E**

Posted by Sarah B nearly 2 years ago

Admitted via A&E as emergency surgery was needed, I can't thank the staff enough on the High dependency ward, ward C5 and also the Gynae Assesment team I am extremely thankful and after suffering from an emergency ectopic rupture where I feel my life was saved by these people I am just overwhelmed by how fantastic the staff are and how much they genuinely care, my only negative is that you are not kept in for very long abs I felt I wasn't ready to go home after 4 days after such traumatic surgery I still have questions that need answering as to why it happened or what to do in the future about conceiving and at the time due to being in pain and medicated I couldn't think straight to be able to ask .... I would like somebody to contact me regarding this if possible thank you

### **A & E High Dependency Ward C5, excellent staff and care**

Posted by C Cooper nearly 2 years ago

I attended A&E this week with a suspected Renal Colic and was allowed to bypass the waiting list in A&E so see the T.Nurse. I was then taken to a bed and seen by a doctor. I was given treatment very quickly for my severe pain and transferred to the assessment ward and then to F3 Ward were I stayed overnight. The following day I was given a CT scan. I had passed a kidney stone. The whole process was efficient and the staff at every level were friendly and professional. thank you Craig

### **A & E Excellent staff and care**

Posted by Anonymous 17 months ago

Having acute pains in my groin, tummy and back I was taken to A and E last Sunday by my son. I was very impressed with both the care and concern of the Triage Nurse and of the very professional Doctor. I was treated with a kind and considerate manner and felt my examination was thorough and professional. I just wanted to say ,thank you and that being a pensioner and not having been to hospital A and E before I appreciated the way I was treated with dignity.

### **A & E excellent staff and care**

Posted by Anonymous 15 months ago

I recently had a procedure on the women's investigation unit but unfortunately had a complication two weeks after and attended A&E. I was quickly referred up to the unit where I was reviewed by a doctor and discharged. The whole process from initial investigation through to being reviewed on the unit was excellent. The staff were very friendly and professional and made the whole experience as good as it could have been. From entering A&E and being discharged with treatment the process took less than an hour. I required no follow up care but was able to contact the unit if I required any additional advice which I have since done. Again this was an excellent service and the member of staff I spoke to was professional and provided great reassurance.

**WIU, A & E, excellent staff and care**

Posted by Anonymous 14 months ago

Just spent 6 hours in A&E having a big fat swollen bruised leg looked at, X-rayed and cared for. I wouldn't say it was 6 hours of fun, but it was 6 hours spent with some amazing, genuine, friendly, kind, funny, skilled, caring, considerate people that made the hours less tedious. Fears were allayed, advice was given, questions were listened to and answered. From the ambulance staff that picked me from my doorstep, through the people in the hospital - A&E, X-ray, Doctors, nurses, assistants, trolley pushers - to the ambulance team that brought me back to my doorstep, I was treated with respect, good humour and genuine care. Thank you all - huge respect to every one of you.

**A & E excellent care and staff**

Posted by Diburd 13 months ago

I had to take my 10 yr old daughter to A&E at North Manchester General Hospital last week and I want to tell everyone how marvellous all the staff were. We went to the kids A&E and then the kids xray. We were seen very quickly by the loveliest people including the receptionist, the triage nurse, the radiographer and their student, the junior doctor and the senior paediatrician. The facilities were really child friendly and non-scary. Top marks to all the NHS staff who helped my daughter..

**Children's A & E, excellent staff and care**

Posted by Isabel Dean 12 months ago

On Saturday 25 July myself and my husband attended A & E after he had a fall. We were treated with the utmost courtesy. The doctor diagnosed a fracture in his left wrist and an appointment was arranged to attend the Fracture Clinic on 27 July where, again, we were

met with courtesy. He is now waiting to go for a CT Scan on his wrist and possible surgery. Thanks to all concerned.

#### **A & E excellent staff and care**

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#### **A & E, excellent staff and care**

**Posted by Anonymous 11 months ago**

My wife and I are finally home after the biggest scare of our lives. Our new born baby was having difficulty breathing and you can imagine the fear and upset that this caused us. We arrived at A&E in a extremely upset and worried state and we can not thank the staff in A&E enough for how they treated our baby, and also my wife and I. They were first class professionals in every way, looking after our baby and also providing us as parents the reassurance we needed in this frightening situation. From A&E we went to the Childrens Unit and the high level of professional care continued. The nurses and doctors we met we're all friendly, caring, and professional, and did everything they could to help from making sure we had everything we needed to answering all of the questions we had as worried new parents. We just want to say a huge thanks to all of the staff who helped us today.

#### **A & E Children's unit, excellent staff and care**

**Posted by Kath D 11 months ago**

I attended NMGH A&E on Friday morning, with a huge, very painful and very swollen dental abscess. Mindful that some A&E departments "don't do dental" I was a bit apprehensive I would be treated like a timewaster and packed off to the Emergency Dental Service (with whom I had been trying to get an appointment for the previous 4 days....).

I was welcomed by friendly reception staff and took a seat in the (admittedly already very busy at 9am) waiting room. It was disappointing to hear fellow patients swearing and

shouting at the rumoured "16 hour" wait time that was being bandied about; all the staff coming into the waiting room dealt with this in a very professional manner.

I was then called with about 4 other patients to come through into Minors and was promptly seen by one of the Consultants. They examined me, took blood and put in a cannula then I was straight through to X-ray to have an image taken of my jaw. Back into Minors, straight into a treatment cubicle where I was immediately given oral pain relief and a lovely nurse (looking after all 15 minors patients, poor nurse) gave me some IV antibiotics. The Consultant then explained they were referring me to Max-Fax and bleeped them straight away. About half hr later I seen by the Max-Fax doctor, who'd already reviewed my blood results and X-ray (the wonders of technology!). They explained what they were going to do (give me a local anaesthetic and then lance the gum) and was calm, kind and professional during the rather unpleasant but not too painful procedure. He took the time to explain what I needed to do in terms of after care, gave me a prescription for more antibiotics and that was me done. Start to finish - in and out and relieved of my terrible pain in about 4 hours.

As an A&E nurse myself, I know the pressures staff are working under (especially when dealing with drunken hecklers in the waiting room and the overload of people that seem to treat hospitals as their own personal place to sober up after a night out, and I was extremely impressed with both the speed and kindness with which I was treated.

I would not hesitate to recommend this hospital to family and friends - well done!

**A & E excellent staff and care**

Posted by Anonymous 10 months ago

My daughter was poorly today as you can imagine i was very worried! We were seen withij 5 minutes of being there and home within an hour they were that quick to see my daughter lovely staff on the childrens a n e ward thankyou for looking after my little girl!

**A & E excellent staff and care**

Posted by Anonymous 11 months ago

I attended the accident and emergency department on Saturday the 5th of September following a allergic reaction. The staff were so nice and really looked after me. I did have to attend again on the 6th as the symptoms were still quite bad but again the staff were all lovely and the doctor did their best to obtain some medication to make me more comfortable. All the staff on each visit were really caring and did their best to ease my symptoms.

**A & E excellent staff and care**

Posted by Anonymous 10 months ago

last Tuesday night my hubby had a heart attack at home in the early hours. He was treated with the utmost care from the paramedics who attended at home and stabilised him and the ambulance team who brought him to this fine hospital. The staff on A. &E were efficient and prompt with blood tests and ECGs. As soon as a bed was available in ICU he was transferred via your wonderful Treatment Centre. The staff on ICU G4 are the most efficient, knowledgeable and caring staff you could wish for. Nothing was too much trouble. I felt confident that he was getting top class treatment as the two cardiologists dealing with him were amazing and explained everything to us to put us at ease. He is home now and having follow on treatment as an outpatient . I cannot thank you enough for the wonderful care you give from every dept. so much is said and written about the short falls in the NHS but with the limited resources they have they manage to do what can only be a difficult job with such poor government budgets. I would never hesitate to recommend NMGH to anyone needing care....from A&E ...Maternity....Outpatients or any department having had experiences with them all.

**Ambulance, A & E, ICU, excellent staff and care**

Posted by Sylvia 10 months ago

Brought mum to A&E she had an infected cyst was sent to the Surgical Triage Unit was there most of the day as the doctors were busy. The staff there was excellent the receptionist looked after us asking if we needed tea, coffee and even brought sandwiches. The nursing staff were brilliant. We would like to thank all the staff what an excellent team you have on STU.

**A & E staff excellent**

Posted by Pollitt2014 8 months ago

Wow! I went into childrens ane after being sent by my gp with my little girl! It was so busy and she was getting hotter, I seen a triage nurse who was outstanding! They opened up another side ward as my daughters temp was pushing 40degrees C! The nurse was Amazing from the moment I met them. Then I met the nicest caring Dr I have ever seen! They spoke to me and involved me in their decisions advising me of the care and decisions they were making on my daughter! I left that evening happy and satisfied and my daughter has made a huge improvement within 24 hours of stronger antibiotics being given from the hospital! Amazing! I just think they are so undervalued sometimes and would like to thank them highly for what they did! I will be popping in with a card myself and a box of chocolates as I will never be able to thank them enough but a token of appreciation of their hard work is

just as nice! Thanks nmgh! Kids are! That special nurse and Dr were just amazing the best in fact and the teams work compassion and communication was amazing! Thankyou!

#### **Excellent staff and care, Childrens A & E.**

Posted by Bernadette Russell 4 weeks ago

A massive thank you to all staff at a & e on Friday evening.

My husband has recently been diagnosed with prostate cancer and on Friday developed a high fever due to a water infection .

He was so obviously very poorly when I brought him in that the receptionist immediately got him a wheelchair and within minutes he was into triage and then through to see a doctor.

He was soon on an antibiotic drip and in a small private side room.

When they realised he wouldn't be able to have a bed in a ward for a while they brought a more comfortable bed down for him.

He was kept in the hospital until Saturday evening and although he had a couple of moves we were kept informed and reassured the whole time.

yes, of course we felt at times that we were waiting for one person or another to see him but we cannot fault the attention he got from doctors, nurses or ancillary staff especially considering it was a Friday night which I am sure is usually very busy.

Special thanks to the staff on reception who got him admitted so quickly, I was in a bit of a state myself but they were so kind and calm and I was just so relieved that we didn't have to sit and wait. Well done everyone on A & E at NMGH the Pennine Trust and NHS should be proud of you.

#### **A & E staff, excellent care**

Posted by Anonymous last month

I visited A&E at N.Manchester at the end of April, having fractured my elbow.

The care and concern shown by all the Staff in A&E, including the Receptionists on the front desk, was excellent. Every member of the A&E team I encountered was professional and compassionate.

My accident occurred abroad and the treatment I received at N.Manchester was far superior to that received in the hospital in Rome. .

My grateful thanks to the hard working A&E staff for your dedication - you contributed significantly to my recovery.

#### **A & E excellent staff and care**

Posted by Jayne 6 months ago

I can't praise this hospital enough. My daughter was rushed to this hospital after collapsing at a festival in June 2015. If it wasn't for the staff on duty that night my daughter wouldn't be here. They saved her life. We were shown extreme care and support it has been truly humbling and makes me so proud of our NHS. It has inspired us both to get fit and we are training to run the 10k in Manchester, just cos we can!! I would love to know if the hospital is raising funds, then we can get sponsors and raise some money for you. Xx Jayne

**A & E Excellent staff and care,**

## **Ward**

Posted by Sarah B nearly 2 years ago

Admitted via A&E as emergency surgery was needed, I can't thank the staff enough on the High dependency ward, ward C5 and also the Gynae Assessment team I am extremely thankful and after suffering from an emergency ectopic rupture where I feel my life was saved by these people I am just overwhelmed by how fantastic the staff are and how much they genuinely care, my only negative is that you are not kept in for very long abs I felt I wasn't ready to go home after 4 days after such traumatic surgery I still have questions that I need answering as to why it happened or what to do in the future about conceiving and at the time due to being in pain and medicated I couldn't think straight to be able to ask .... I would like somebody to contact me regarding this if possible thank you

**High Dependency Ward C5, excellent staff and care**

Posted by Gerry and the pacemaker (as the patient), nearly 2 years ago

Having blacked out while moving my car I was taken to NMGH.

After a very short stay in A&E I was transferred to G4 Coronary Care Unit. Every single member of staff reassured me and helped me through the first steps of my impending treatment. An assessment was necessary over the next couple of days. During this time Sister Pickup and staff ensured I was comfortable, which surprised me a little as the unit was full at the time.

Whilst there I was able to see that all other patients received the same reception often staying on after their shift ended to see the procedure was completed.

My pacemaker fitted and preparations made for my discharge were organized including my new medicine regime.

**G4 Coronary Unit, excellent staff and care**

Posted by Christine nearly 2 years ago

I have just returned home from five days in North Manchester Hospital. ( ward I 5 ) The care I received was first rate, From the cleaners to the consultants, everyone treated me with dignity and respect. It really was a wonderful place to be. I can't believe that I felt quite sad to be going home!!

**Ward I5. Excellent staff and care**

Posted by Anonymous nearly 2 years ago

My aunt was admitted to the surgical assessment unit on 29th December and then moved to F6 the day after, and asked that I write this review. Both wards were extremely busy but the staff were professional and caring. She couldn't have asked for better care.

**Ward F6 Excellent staff and care**

Posted by Chris about a year and a half ago

I recently spent time on ward f5 after a major operation. I had been on this ward before last year so knew the level of care I was to receive. The staff on this ward from the cleaners to the auxiliary to the head nurses were unbelievable. They always had time for patients and gave the best level of care I could have expected. Considering the expectations put on these wonderful people from the powers that be I am surprised they can still effectively do their job properly. I had major surgery and was there nearly three weeks, the staff were always cheerful and kept me smiling and spirits up, they also held my hand when I needed it on the hard days. I could not have asked for better care. What an amazing bunch of people. I cannot thank them enough. Really helped my recovery. Thankyou

**Ward F5, excellent staff and care**

Posted by Marie about a year and a half ago

I was admitted onto ward C5 on thursday the 5th of February with awful stomach pains and sickness. I was in a lot of pain during my two nights in the hospital. I was being tested to see what was causing me the pain, which is the worst pain I've ever felt!! Every single one of the nurses (day and night) were so lovely to me. I ended up breaking down in tears one day over exhaustion; not knowing what was wrong, pain, tiredness and sickness, and this nurse noticed so she came over shut my curtains gave me tissues and water and sat with me until I calmed down. Such a lovely woman and a caring thing to do. Always tried to give me the right pain relief and encouraging me to get up out of bed in the morning. Cannot thank these lovely ladies enough absolute diamonds! Never made me feel like I was bothering them! Even when I first got on the ward the night nurse offered me tea , which I wanted but couldn't

end up drinking due to being sick again, made a joke saying her teas were terrible and tried to make me smile! Cannot thank them enough for all your help! Not 100% recovered yet but I'm getting there.

Posted by Tony Riley 16 months ago

I have nothing but praise for the nursing care that my mother has received since being admitted to Crumpsall Hospital. Particular praise goes to the doctor and the brilliant staff on ward J6

**Ward J6, excellent staff and care**

Posted by Anonymous 13 months ago

I was in hospital for 2 weeks after falling and breaking my hip in 4 places. From the moment the ambulance arrived and I was seen in A&E, I was transferred to Wards I5 & I6 where I received first class attention from all the staff I came into contact with. In particular the night staff who were always short staffed, managed to cope extremely well under the circumstances. I can only comment from my experience which was first class and we should all be grateful to have the services of the NHS.

**A & E, wards I5/I6, excellent staff and care.**

Posted by Peter Jeffryes 12 months ago

I attended NMGH Ward 3 for a fluid drain. The staff on ward 3 are really efficient and friendly every part of the procedure was explained fully and nothing was too much to ask for. I have been to all the hospitals in the Pennine Trust and found NMGH the best by far. PS I enjoyed the food.

**Ward 3, excellent staff and care**

Posted by Topaz89 (as the patient), 8 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.

#### **Ward C4, excellent staff and care**

Posted by A 7 months ago

This review is somewhat belated, for which I apologise, but we have had a prolonged house move since my treatment at NMGH. Following my arrival by ambulance, a review by the very efficient Surgical Triage Team flagged up the possibility of perforations on my colon, which had burst. I was given a CT Scan late the same evening and told I would need emergency surgery the following morning prior to my admission onto Ward F5. I spent a restless night, when the Ward staff were very helpful, before the Consultant arrived the following morning. The Consultant explained that an operation was a serious step involving a Stoma bag, but commented that my overall physical condition indicated an alternative approach, which was a course of in-house treatment with strong anti-biotics. Needless to say, I agreed with much relief.

I stayed on Ward F5 for almost 2 weeks & the nursing team changed my medication every 8 hours around the clock for that time. I am pleased to say that I made a very good recovery,

although I still have diverticular disease for which the consultant prescribed on-going medication.

I cannot thank the Consultant, their team, the nursing staff and all the staff at NMGH enough for everything they did for me at what was a very low and difficult time in my life.

#### **Ward F5, excellent staff and care**

Posted by Anonymous 4 weeks ago

My son Joshua was admitted on 11/05/2016 onto ward D6 after having his jaw broken.

The care he received was outstanding. The nursing staff were very attentive to all his needs from the moment he arrived, we could not have asked any more from each & everyone of them. The anaesthetist were very understanding & fabulous people.

The Maxillofacial team were first rate staff not to mention the wonderful surgeon who carried out the operation.

The cleaning staff were hardworking & very friendly.

The ward - (men's surgical D6) was spotless - 10/10 for all staff.

All of the staff from every area were very hardworking, caring, kind & considerate.

#### **maxillofacial, excellent care**

Posted by JOHN ARTHUR MARTIN 6 months ago

May I take this opportunity to thank everybody on ward H3 for the exceptional care they gave to me after my collapse on Sunday 10 th of January. Despite being rushed off their feet they never lost their sense of humour or their commitment to the tasks in hand no matter what they were. Congratulations people you are a credit to your profession.

#### **Ward H3, excellent staff and care**

Posted by Janis Dolan 3 months ago

Thanks to all the staff at NMGH i6, and especially my consultant. My total hip replacement operation was first class. My pain has gone. I am looking forward to dumping my crutches and getting back my life. Great job, everyone

#### **Ward I6, excellent staff and care**

### **Day centre/Day service/outpatients**

Posted by izzy59 (as the patient), nearly 2 years ago

I was admitted to the Day Surgery Unit at North Manchester General Hospital on 27 July 2011. The staff on the unit were lovely as were the anaesthetist and other Theatre staff. Woke up on Ward B3, where once again I was very well looked after. Thanks to all concerned.

#### **Day surgery/ward B3, excellent staff and care**

Posted by Anonymous about a year and a half ago

I attended outpatient A on 19th January 2015 my appointment was for 3.00 seen at 3.05 by the consultant, everything explained and all staff helpful and friendly. Sent to the blood room for test same treatment there. I work at FGH and listen to people knocking the NHS all the time! It was nice to be on the other side of the fence and see such positive attitudes, keep it up

#### **Outpatient A, excellent staff and care**

Posted by Anonymous 14 months ago

The staff were amazing during my treatment at the Day Service Unit. All staff were friendly and helpful, always checking I was ok and if I needed anything. I was made to feel at ease and relaxed. The whole experience was made as pleasant as it could be under circumstances.

#### **Day service unit, excellent staff and care**

Posted by Karen Ward 11 months ago

I would like to say a very big thank you to all the staff in Outpatients F and to the Day Service Unit at North Manchester General.

I had surgery on Monday 17th August and from start to finish I could not have been looked after any better.

All the staff were absolutely wonderful.

From attending the Outpatients F, referral, getting me seen straight away/into pre-op, and then being admitted for day surgery within days. I was put at ease, everything explained I and felt supported. I have been looked after with care and treated wonderfully. I can't thank all the staff enough... all the staff from reception staff, porters, nurses, specialist, all the surgical team, the aftercare team (who by the way make a wonderful cup of tea while in recovery) and finally to all those staff who I'm sure I've forgotten to mention. I know how busy you all are, so I feel it is important to say thank you for all your hard work and care. It has been very much appreciated. A very big thank you, from Karen.

#### **Outpatients F excellent staff and care**

Posted by Sheila Taylor last month

Feeling apprehensive of having this procedure undertaken under local anaesthetic, I checked in at the Day Centre and was immediately put at my ease by the receptionist. Waiting time from arrival at Hospital to operation taking place was 3+ hours, but we must make allowances for scheduled operations/emergencies taking longer than anticipated. The staff were fantastic, everyone from the male nurse who took my details to the porters were supportive and helpful.

I cannot praise highly enough the theatre staff, obviously a great team and thank you so much for your kindness.

All in all great service and thanks again everyone.

Sheila T

**Day Care excellent staff**

Posted by Terry Jepson 4 months ago

Would just like to thank everyone at the day care centre from receptionist nurses doctors and surgeon for the excellent care they took of me while in for a minor operation. Well done everyone and big thanks.

**Day care centre, excellent staff and care**

**Difference on sites**

Posted by Julsy3 (as a staff member posting for a carer/relative), 2 months ago

This story has been posted by Healthwatch Tameside on behalf of a member of the public. We have their details and will forward any comments to them.

This lady's husband (now deceased) was an inpatient in Tameside Hospital. She said 'They talked the talk with posters everywhere about Dignity in Care, but did not carry it through. Not everyone in A & E was very understanding. Unnecessary distress was caused to the family, who were distressed anyway.

On the ward, he could not feed himself. They did not bother feeding him. He lost 3 stone under their care. The family were just told he would not take it. He took it for me. The staff did not understand his condition.

We then went to North Manchester General Hospital. They were fantastic with him. It was such a different service. They understood – they asked me to go to the anaesthetic room to be with him until sedated, and then to be in the recovery room when he came round. They knew I would be there to help with breakfast, and saved some for me too.

Why was the experience so different?

**Excellent care and staff at North Manchester, very poor at Tameside.**

## **Koala Unit**

Posted by Anonymous about a year and a half ago

We were referred to the Kuala unit after our baby daughter lost more than 10% of her body weight. All of the staff at the unit from Nurses to consultants were excellent whilst carrying out tests and I would not hesitate in recommending the unit to other people. Keep up the good work!!

**Koala Unit excellent staff and care**

Posted by Anonymous 9 months ago

Spent the day with my son in koala ward having an op on his hand after a bike accident, can't express enough how excellent we were treated by everyone on the ward right upto the surgeon and all their team. Due to the fact I was very nervous as my son has never had an op before all the team put me at ease right way can't thank everyone enough and will for sure be telling my friends how great everyone was. Thanks again Kath and Callum.

**Koala Unit Excellent staff and care**

Posted by Anonymous 7 months ago

I was fobbed of from a&e 2 days later my baby got worse so i went to go to doc who sent me onto the koala unit the care we recieved on the childrens ward was absolutely amazing I couldn't fault it in anyway yhe the doctor's and nurses work very long hours I noticed some over 12hours and still provided us 100% care with a smile kept me uptodate with all results and the care they had planned for my baby,

**Koala Unit, excellent staff and care**

## **Physio**

Posted by Geoff Booth 10 months ago

I am just coming up to completing 5 weeks on the physiotherapy course at NMGH and wish to thank two members of staff for the way they presented this course. They explained the course explicitly whilst maintaining a relaxed yet informative approach at all times.

This led to understanding of each individuals problems with their pain and how to effectively deal with it. I personally now totally understand my problem and am now moving forward with eradicating most of my pain..

My thanks to these members of staff for their considerable efforts.

Geoff Booth-Bury

### **Physio excellent staff and care**

Posted by Barbara Tunnacliffe 7 months ago

The treatment the physio gave me that my leg would be better then it was, gave me confidence in them. The exercise they gave me have given me more movement, less pain. I am able to walk for longer with no pain. will continue to follow their advice, can. Can't thank the service enough. The physio for their patience, understanding and professional attitude. I have suffering with pain in my right leg for the last 8Yrs due to an injury. Been through lots of different departments to no avail .

I feel a different person now so thank you so much thanks Barbara Tunnacliffe.

### **Physio, excellent care**

Posted by John Hyland 9 months ago

I injured my back in April this year, and following a period of recuperation. I attended The Physiotherapy Department at North Manchester General where I was given a series of excercises to strengthen my core muscles and increase my flexibility.

I was asked if I wished to attend the Work back to Life Programme over a period of Five weeks for three and a half hours every Monday

I cannot praise too highly both the course and the members of staff who run the course.

Primarily the course is a continuation of the excercises programme coupled with group discussions over a range of subjects, medication, motivation etc, I found those discussions very useful, they go a long way to remove your feeling of isolation as if you are the only one with the problem

The members of staff help you to set targets for the next week on trying to achieve something you had ceased doing because of your back problem . Everything is done with the object of getting you back to a " normal" life despite your back problems.

### **Physio, excellent care and staff**

## **Cancer**

Posted by Anonymous about a year and a half ago

I found a lump in my breast in May 2014 and was referred to the hospital by my GP. I had a mammogram, ultrasound and biopsy within a week and was told I had cancer. I had a mastectomy and lymph nodes removed within 2 weeks. I then went through chemotherapy and radiotherapy at Royal Oldham. I have received top class care throughout my treatment and in particular received brilliant support from the MacMillan nurses.

#### **Cancer excellent staff and care**

Posted by Pattyp 11 months ago

I have been unfortunate enough to have had tonsillar cancer on each tonsil, 2008 & 2014. On each occasion the consultant and their team have talked me through the surgical procedure I was about to undergo to remove the cancer, then following the surgery, I was kept informed of my progress throughout each stage of the recovery process. I have been very fortunate to have had my consultant, twice I have trusted them to save my life, twice they have succeeded. My latest recovery has been hampered by complications; the head & neck specialists have been wonderfully supportive and continue to be so. I would definitely recommend North Manchester General Hospital and all the staff at very level.

#### **Cancer excellent staff and care**

Posted by Rose 12 months ago

I was diagnosed at a different hospital than North Manchester General but I had my operation for tongue & lymph node cancer and my treatment was at Christies in conjunction with Crumpsall. I have had several operations and visits to other hospitals but I felt extremely safe and well looked after at Crumpsall. I was suddenly a person and not a number and although my visits have reduced over the 5 years of my journey living with and beyond cancer, and no matter who I see I am treated with friendly, kind respect. It has been a long time since I ever felt this from any other hospital. My family were treated with the same respect as me and this helped them when having to visit me at my "worst" health times. I cannot praise North Manchester General enough at how they have brought me this far in my journey. I could not have done without their help and my MacMillan Nurses. They are tremendously in the top Grade, well above "A" for me.

#### **Cancer excellent staff and care**

#### **WIU**

Posted by Pkc4be (as the patient), 13 months ago

Today I had to visit the women's investigation department at North Manchester for a colposcopy and biopsy. The nurses could not have been more helpful. They made me feel so relaxed and at ease.

They talked me me throughout the procedure and distracted me.

I felt slightly dizzy after the treatment, they never rushed me or forced me to get up. They made me a cup and gave me a biscuit until I felt normal again. I really cannot thank them enough.

The consultant was Dr Shami. She was fantastic and so reassuring. The nurses were Angela and Samantha. They are amazing at their job roles and I hope to see them again if I ever needed to go back into that department

**WIU excellent staff and care**

Posted by Isabel Dean 13 months ago

I visited the Women's Investigation Unit for the above investigation. I was very anxious never having this done before, I needn't have worried the consultant doing the test and the nurse who assisted reassured me that it wasn't painful. They talked to me the whole time and even let me watch the TV while the test was going on. I was surprised at how quick it was done with no pain. Just want to add how friendly everyone is in the unit and would recommend it to any woman who needs this test. Thanks to all concerned.

**WIU excellent staff and care**

**Staff and care**

Posted by Ben 8 months ago

Came in the other day with what I thought was a broken ankle, whole process took around 2 hours from walking in to walking out, and included x-rays, and being provided with crutches, bandages, and treatment. This was late afternoon/early evening. All staff were polite and helpful and I was impressed with the overall service and level of treatment. It is disheartening to read some of the negative reviews about this competent - and completely free - service, which is the only one of its kind in the world.

**Excellent staff and care**

posted by Anonymous 8 months ago

The doctor and wonderful registrar and team have literally just saved my son's life. He is now recovering from an emergency five hour operation. I will forever be in their debt and am so very grateful that I still have my son with us. Thank you thank you thank you

**Excellent staff and care**

Posted by Barbara Shaw 9 months ago

From the moment I entered to the time I left I was looked after so well .All the staff I met were kind and treated you as an individual .A real example of our health service at it's very best.

**Excellent staff and care**

Posted by Deb 10 months ago

Been on this ward since fri, the nurses, doctors, support workers, cleaners just about every one of the team work so hard. The people I have come in contact are respectful, kind and considerate even when under enormous pressure and sometimes abuse. Sadly I don't no the names of certain people who have been so patient with me which is a shame as I'd have liked to name them.

My only trivial negative comment is my lack of sleep but have to accept this on such a busy ward.

Also the lovely doctor in A and E who again didn't catch their name.

Thank you all so much X

**Excellent staff and care**

Posted by Anonymous 5 months ago

Wonderful caring staff who put me at ease. Thank you.

**Excellent staff**

Posted by Anonymous 4 months ago

I have always been treated very well by all members of staff. This is a busy department conducting clinical trials alongside the rest of their work. I am very happy to say that through a clinical trial in this department I was treated and eventually cured of a life threatening disease. From the consultants down to the nursing staff the quality of care is excellent !

**Excellent staff and care**

Posted by Anonymous 4 months ago

What a fantastic consultant. Set my mind at peace. Their advice was great. Truly a person who totally understood my concerns.

I think this person is a credit to the hospital and their profession.

**Excellent staff**

Posted by Pam Parish 7 months ago

My Mother sadly passed away on 29th December 2015, having been on E3 for 5 days. For the entire time she was there I cannot praise the nursing staff highly enough, both for the care and compassion they showed towards my Mother, but also to our family.

Many, many thanks

**Excellent staff and care**

Posted by Anonymous 7 months ago

The care I received from the staff was brilliant they were all really helpful.

**Excellent staff and care**

Posted by Anonymous 12 months ago

A very traumatic time for our family when our daughter underwent major surgery and spent over 2 weeks in the hospital. The care and professionalism of everyone we came into contact with was second to none. We were given the option to go back into private health care once she was discharged but decided to stay with NMGH.

**Excellent staff and care**

Posted by Anonymous 12 months ago

I have nothing but praise for all the care and attention I have received at NMGH.

**Excellent care**

Posted by Anonymous 13 months ago

Very pleasant staff and treatment fine. Thank you very much for all your efforts

**Excellent staff and care**

Posted by Anonymous 14 months ago

Attended for emergency early scan due to suspected ectopic pregnancy. My appointment was 2.40 and I was seen by a nurse straight away for blood pressure and urine sample. Had to wait another hour for my actual scan but this partially to allow my bladder to refill. The sonographer was very good, I was obviously very worried but they immediately located the embryo sac, but stated they couldn't see in it so I needed a vaginal scan. They sent me to empty my bladder before completing the scan- showed me the screen once they had located

embryo and heartbeat. I was a little hesitant about potentially having my baby here but after this experience I am much more reassured.

#### **Excellent staff and care**

Posted by Alan Kay 16 months ago

I attended the Audiology department to consider the fitting of a hearing aid. I have never used a hearing aid before and was somewhat sceptical. The advice and help I received was outstanding. The staff presented as competent and dedicated. All my questions and concerns were addressed and various options and suggestions were given. The aid was fitted and is proving to be a great help to me. Well done!

#### **Excellent staff and care**

Posted by Gordon 17 months ago

Although it was an unavoidably long day at North Manchester on Wednesday 11th March 2015, I would like to thank all the staff I encountered for their professionalism and support. I would especially like to thank the staff at the main theatre waiting room, the anaesthetists and of course the surgeon, who personally came to see me a couple of times to apologize for the delay. Credit where it's due.

#### **Excellent staff and care**

Posted by Nat about a year and a half ago

Time period from September 2014-present After meeting my consultant about my knee injury, where I tore my ACL completely, my cartilage and damaged my MCL I was more than satisfied. I had to undergo two surgeries and a lot of physical and mental hurdles, especially considering my involvement in sport and age (I'm a 22 year old female). My consultant was professional, understanding, committed and excellent throughout the whole experience. My background is medical/science based however she still explained everything in detail and clearly without being condescending or arrogant. After each meet I felt comfortable and reassured. Throughout my operations she saw me in the ward before the surgery, after the surgery, and the next morning and then once I left. God forbid I would need any other ortho/knee surgeries again but if I do I would 100% be grateful to be seen by this consultant. Granted the whole process through the NHS is at present poor and abysmal, but with regards to my consultant, the anaesthetists, theatre staff and all ward staff, I believe credit where credit due and all of the team and hospital staff deserve that. Thank-you

#### **Excellent care and staff**

Posted by William R Allison about a year and a half ago

I was in day services unit on Monday 19th January arriving at 11:45 leaving at 15:50hrs The unit was very busy with male and female patients and all in for different treatments. I went in with a pain score of 20 out of 10 got my injections and on Tuesday morning my score was 2 out of 10. I was in a wheelchair also on oxygen and i could not have had better treated even as a private patient. Thanks North Manchester great team from everyone N.H.S at its very best. Thanks to all who helped me even the coffee in the recuperation room was good. We know your underpaid and worked hard but your Professionalism still comes through.

**Excellent staff and care**

Posted by Naseem about a year and a half ago

My experience of having surgery at Fairfield hospital was very good. The nurses and the consultant of ENT Department North General Manchester Hospital who carried out the operation and the anaesthetist were all excellent. The consultant was efficient, responsive and courteous as he explained the surgery procedure and recovery. I felt comfortable and very clear of the proceedings this has enabled me to make a good recovery. Overall my experience of the day surgery was positive and I would like to thank everyone.

**Excellent staff and care**

**Other**

Posted by Kane Williams 4 months ago

This review is a bit late and I'm not too sure if it is in the right place but I just want to commend and thank my orthodontist for all the amazing help they have done. I had braces on for 2.5 years and two lovely orthodontists helped me with them and adjusted them. I started the treatment at 15 and I was a bit iffy because of the braces, but these two were amazing. They were kind and great to talk to. When I visited it weren't a case of just getting my braces done I enjoyed it and it made my experience better. As well because how nice they were I made sure my teeth were prefect because I didn't want to let them down. They always greeted me with a smile and asked how I was and it was such a friendly atmosphere. They always explained everything and I was so lucky to have them as an orthodontist. My sister goes to a private one in Whitefield and my mum has said how she wished she had them rather than the one she has. They are great orthodontist and I am so grateful of everything they have done for me. I wanted to write this earlier but I was not able to. Both are skilled, helpful, kind and charismatic orthodontist and deserve a pat on the back for everything they have done for me!! They give the NHS a good name and don't let it down. Yet again can you thanks them for what they have done and that I am extremely grateful.

### **Orthodontics, excellent staff and care**

Posted by Anonymous 4 months ago

I have been monitored and reviewed by the haematology department at NMGH for several years. I am always impressed by the professionalism of the consultant and their team. Whilst the out patient 'A' haematology clinic at NMGH is always busy, and sometimes there can be a little wait, it is clear that the haematology clinic takes time with each patient, and I have always felt reassured by this, and I know I am under the care of a very competent haematology team.

### **Haematology, excellent staff and care**

Posted by les 5 months ago

My visit to the cardio-respiratory department for a breathing test recently was conducted by a young clinician who showed maturity beyond their years, giving me excellent instruction and information on all aspects of the test ,making sure that I was comfortable with everything as it was being conducted and carried out. A centre I would recommend to anyone who needs this care, so a big thank you to everyone in the department and a special compliment to the person who did the tests

### **Cardio respiratory, excellent staff and care.**

Posted by Sharon 7 months ago

I had an appointment today 16/12/15 for a ct colonoscopy. From the minute I walked in I was completely put at ease by all the staff. The person who did my scan explained every single thing step by step that was being done which made me feel more relaxed. They were a star and I couldn't thank them enough:). I arrived for my 2pm appt at 1.40pm, called in almost straight away, and was leaving the building by 3pm. Completely different to my experience at another hospital I attended for a camera colonoscopy, which was abandoned as I couldn't stand the pain, and it wasn't explained to me what was happening.

### **Colonoscopy, excellent staff and care**

Posted by Anonymous 7 months ago

My first visit to the NUCLEAR DEPARTMENT the staff were kind and considerate. Everything was explained clearly to me, and everything happened just as they said.I felt safe and cared for and put at ease.

Thank you to all the staff.

### **Nuclear dept.? excellent staff and care**

Posted by Coraf 8 months ago

In the past 2 months my husband has had 2 heart attacks...both times we elected to be taken by ambulance to North Manchester General. From his treatment in A&E through to being admitted to a private room in HD department the treatment was exceptionally good. All consultants and nursing staff were amazing and reassuring. He was discharged the second time after 5 days with follow up care from the cardiology nurse.

On Thursday we saw the cardiologist. They are a very efficient and knowledgeable consultant and explained to us exactly what was happening in my husbands case and this was very reassuring to us. We came away from the consultation feeling more confident and able to deal with the situation. We are looking forward to a further caring consultation in 3 months time. We have only praise for North Manchester General hospital.

### **Cardiology, excellent staff and care**

Posted by Michael Slater 8 months ago

This being my first experience of testing and having scopes and biopsies etc obviously made me very nervous. Throughout the appointments and test it became clear the people dealing with me where more that a little bit special..

The consultant and the whole urology team and ward staff are a credit to themselves and the NHS.

It wasn't that I was seen when I should have been or that the test were carried out correctly (which was all great) it was the small things that made all the difference. They cared, they engaged with me as a person, they made me feel at ease... This is what really matters and I genuinely hope they all realize what a profound difference they make in peoples lives.

In my eyes they are superstars all !!

With fond regards....and heartfelt thanks...

### **Urology, excellent staff and care**

Posted by Anonymous 13 months ago

i have had these injections here several times for osteo arthritis and find the team here excellent. They worked great the first several times completely changed my life but Unfortunately the last couple of times they haven't worked for me and don't think they will do them again (what's the point if there not working) I just don't know what the next step for me will be if anyone can advise please do

### **Osteo Arthritis, excellent team.**

Posted by Anonymous 13 months ago

Hi i visit north Manchester every 8wk in the afternoon to have my bloods. i would just like to say what a lovely bunch of people you have got in there. i used to hate it at first, i been going there for last 5yr now and its like going round to see my family. they take good care of everything you need fast and efficient and always asking how i am so keep up the good work. special thanks to two members of staff, see you soon

### **Blood tests, excellent staff and care**

Posted by Peter Hawksworth 15 months ago

I have recently been referred to the urology department by my GP. I received the appointment within a few days and was seen four days later with a follow-up interview seven days after that, and a further one due seven days later. What speed and efficiency! The results were not what I wanted but the friendliness, helpfulness and consideration of all the staff whether in the corridors or in consultation, together with the cleanliness and the general pleasant, and smiling attitude of all the staff made the visits a pleasure. In addition the food at the Gallery Cafe was much better than one expects in such places.

### **Urology, excellent staff and care**

Posted by cora about a year and a half ago

my husband had an appointment to see the cardiologist in outpatients F block level 2. Sign posting is a bit mystifying but a helpful member of staff took us almost to the door. On arriving at reception we were seen immediately and an ECG was ordered. The ECG was done by a very pleasant lady within 10minutes. We then waited to see the consultant....no longer than 15 minutes. Very impressed with the speed and service shown to us. The consultant was amazing and explained everything to us. So happy we chose North Manchester General. Too many people are too critical of our overworked NHS system. A pat on the back goes a long way. Thank you for the excellent service. Would recommend this hospital.

### **Cardiology, excellent staff and care**

Posted by Anonymous about a year and a half ago

After my second miscarriage I decided the best option for me and my circumstances would be to have surgery at the day case department. I can't stress enough how nice the staff were to me and my husband. They really were amazing and would like to thank the anaesthetist, gynaecologist and all the nurses for making this horrible time in our lives easier for us. They really do a brilliant job and cant thank them enough

**Gynaecology, Excellent staff and care**

## **Negative**

**Poor communication**

**Posted by Sawyer 11 months ago**

I have a cardiology device fit tomorrow morning.

I phoned for some help.

The help number was North Manchester General Hospital.

Two different numbers that I could not get to on the letter that came.

Obviously a typist error.

Does not give me much faith of my treatment!

**Poor communication**

**Posted by Anonymous about a year and a half ago**

I went to the A&E on the 22/12/14 and was sent home with some advice etc can't express further on here due to private reasons. The next following Monday I had to back due to sever pain and was told the urologist will send a letter out . I have been given an extension number which is useless as I ring it and leave messages with my contact details but up on til this day I've had no response. It's funny that there is no answer at all

**Poor communication**

**Posted by Relatively bemused 11 months ago**

As a relative of a patient, I would definitely not recommend this hospital after having a relative operated on there and having been on two separate wards.

Staff are very uncooperative with relatives.

They don't answer the phones in the evening - I can only assume that the switch them off - and when they do answer the phones during the day, they won't discuss anything over the phone.

How is that helpful to the relative or the patient, knowing that they have an anxious relative being kept in the dark?

What if relatives find it too difficult to visit (as in my case) or are too elderly or are infirm themselves.

Can't they have some kind of password system or ask what the patients dob is etc?

The day operations office didn't open until 7.20am-ish and ask everyone to sit down.

Then at 7.30am they ask people that are "patients" to queue up and stand behind a bank style waiting sign before signing in.

They then ask them to sit down again before a staff member calls "patients" only to the changing area and asks relatives not to go with them.

As a relative, I'd like to have seen my relative settled into a waiting area/bed prior to an operation to ensure that they were okay, as has been the case in other day care hospitals.

As a patient, I'd like a friendly face to be with me for as long as possible.

Visiting times are poor - 2 hours during the day and only one and a half hours in the evening.

Staff continue to treat patients even through visiting times ie temperature/blood pressure/injections etc.

Yet they are strict on their times and on one occasion when ringing the bell to enquire if my relative was being "released" that day as promised, the nurse said they would find out and come to let me know.

Neither the nurse, nor my relative came to inform me, instead I received a phone call off my relative to say that he wouldn't be sent home that day.

After finding out that I was actually only stood at the end of the ward... he came down to speak to me.

The hospital is far from easy to access - some buses stop at 6pm-ish.

I've taken this up with First buses.

My relative says that staff are okay with patients, however, he has yet to actually get the food that he orders on the form supplied, on a daily basis.

He also says that they are often told one thing - ie when they're going for treatment or for results - just to be left waiting for hours and sometimes days before that treatment actually happens or for results to arrive.

In the meantime, he's had to fast from 24 hours up to 36 hours one one occasion.

Is the surgery at least successful?

That remains to be seen...

I hope so.

I've put "don't know" under "departments" as there isn't an option to choose more than one and my feedback seems universal throughout the departments anyway.

Poor communication, poor care

Posted by thomas coll 13 months ago

I had an appointment at 11.15 am, I got there at 11.00am booked in and was told to take a seat, which I did, several other people came in after me and booked in, they were also asked to take a seat which they did as well then the nurse called several people through but not me, after 30 minutes I went back to the reception desk and asked what was going on, I was told to go to the nurses station where I was directed to a waiting area and I waited for another half an hour before asking a nurse what is taking so long only to be lied at. I told the nurse that they were lying, as I was told that there is a problem with the computer and that we would have to wait until it was sorted, then they called in someone else which came in after me into the consultants room, I asked the nurse again what was going on and they said we are still waiting for someone from IT to sort it out, they didn't bother to tell anyone what was going on until I spoke out. then they told me and other people what the problem was and then the nurse then called another person through. I then got up and told the nurse that they were lying again then gave them my appointment letter and told them to rebook an appointment and walked out in disgust

Poor communication, long wait

Posted by john baker 11 months ago

I attended the day service unit on Friday 7th August with a testes tumour referred from my GP. No blood proteins had been done so these were done onsite on the day. I was assured they needed me in asap for the operation and my direct number was taken so I could be informed of the results of my test and the date for the operation which I was told would be in a matter of days. It's now midway through the week and I've had no call, can get nobody on the phone to tell me what's going on and to add insult to injury I've had a follow up appointment received for 22nd August in 2 weeks' time and no details as to why? To put someone through this, scare the hell out of them with perceived urgency in the hospital and completely fail to follow through on promises is massively disappointing and outright insensitive to what is a huge scare for me.

Poor communication, long wait

Posted by Anonymous about a year and a half ago

I went to see the consultant on 12th June 2014 and I have been on the waiting list for a gall bladder operation since then. I have now found out that this operation is no longer offered at North Manchester (so much for patient choice) and I went for a pre-op on 27th Oct 2014 at Manchester Royal Infirmary. I am still waiting. Weekly phone calls are unanswered. I am very very unhappy :

Poor communication

Posted by Guity Nazari 8 months ago

Had the most awful experience , the most disrespectful behaviour from a doctor. when you are in pain, the last thing you need is a doctor trying to prove that they are the best and insisting on being a "Consultant" not just any doctors, and it is a shame that a consultant doesn't even know how to talk to a patient.

Not to mention that a nurse decides to change your dose of medication on their own without consulting the doctors. I wish I would have asked the ambulance to take me to Fairfield

Poor communication, poor attitude

Posted by Anonymous 12 months ago

I have experienced great deal of pain and a stay in hospital since February 2015. My condition has been one of them conditions difficult to find a diagnosis for .I have had a large number of test and scans and still nothing. The issue is a nightmare at the best of times and I have been left with this department to organise tests to be done. The reception have been less than helpful just telling me to call back as consultant was in surgery. I appreciate that they receive high volume of calls but please be more helpful as it has got to the point now I don't want to call and when I do just leave a message for a call back. I have been off work spent time in hospital and had a large number of tests but feel let down by this. I brought the issue up with my consultant who was sorry.

Poor communication, staff attitude

Posted by Margaret 5 months ago

My mother was referred to the north Manchester as their were no beds in Rochdale Immediate care. After waiting in A&E for over 19 hours she was put on emergency ward then transferred to F4. Had a X-ray in A&E but did not get results. Had numerous blood tests, no results. Had a scan and still we are trying to get answers. Each time we ask staff they just can't give us answers. My mum is not eating or drinking, I find cold drinks left a table out of reach. We go every day but feel that the attitude is "well she is 94". I understand but it is a human being and we need to find out why she is in pain. She just wants to go home and so do we. Trying to get information is awful, I ring every morning and afternoon and never speak to the doctor just a Clark who cannot tell me what procedures have been done and the results.

Never will I go to this hospital again.

We have to keep repeating ourselves over and over.

We would like a meeting with the doctor and nurse to find out what is going on. We also would like to stop having to keep telling them mum is not drinking . Please help . She is still on the ward

Long wait, poor communication,

Posted by JJ Lally 4 months ago

I have been attending the haematology clinic at NMGH for 2.5 years apart for the 1 to 2 hour wait it's not that bad, what is annoying is I was sent for a ultra sound test on sun 13/03/2016 and I am still waiting for the results, I have phoned around 12 times and only got to speak to a person twice who both promised to phone me back, after 3days more of waiting still no contact and still no one at the clinic to take my call, so to day I looked at the reviews for this department and a lot of your replies tells them they can ring a contact num I think it's pls . Guess what I have been ringing all day today and its been engaged all day,

Poor communication

Posted by Bemused 13 months ago

If you can't drive, it's impossible to visit your relatives in the evening, if you travel via Middleton. Visiting hours are 6.30-8.00pm and buses to Middleton stop at 6.50pm. As it is, I have had to catch 6 buses per day just for a two hour visit in the afternoon. When I've phoned up to ask the staff for information because I can't visit twice a day, they say that they don't discuss things over the phone. Yet the person that I'm visiting hasn't been kept informed adequately either and patients on his ward have also complained of being kept in the dark. They seem reluctant to give information and slow to turn around blood test results etc., taking more than a day in some cases. Whereas Oldham hospital seem to be able to turn around a blood test in an hour. Staff seem to treat patients well otherwise but I can't say that, as a relative, I've felt the same. I've observed pouty staff, huffing and puffing around... ..

Poor communication

Posted by Bennytheball (as the patient), 12 months ago

I recieved a letter from Pennine Acute Hospitals to attend an appointment on 14/7/15 at the Lucy Pugh Outpatients Dept at North Manchester Hospital. There is no Lucy Pugh ward there! However when I spoke to reception, they told me that this mistake keeps happening. I was going to find out if I still had cancer and can do without this thoughtless incompetence from the NHS.

Poor communication

Posted by Marc kenyon 8 months ago

When I was in hospital everything was amazing doctors, nurses all the staff but after hospital care, everything has been a joke if I ring it takes them weeks to ring me back it's has recently took them 3weeks to get back to me and everytime I ring to try speak to someone the receptionists are rude and not very helpful in struggling enough as it is after coming out of hospital this experience has made it worse a lot worse feel like I have been just left to do it on my own.

Poor communication, attitude

Posted by Guity Nazari 8 months ago

Had the most awful experience , the most disrespectful behaviour from a doctor. when you are in pain, the last thing you need is a doctor trying to prove that they are the best and insisting on being a "Consultant" not just any doctors, and it is a shame that a consultant doesn't even know how to talk to a patient.

Not to mention that a nurse decides to change your dose of medication on their own without consulting the doctors. I wish I would have asked the ambulance to take me to Fairfield

Poor communication skills and attitude

Posted by Anonymous about a year and a half ago

I went to the A&E on the 22/12/14 and was sent home with some advice etc can't express further on here due to private reasons. The next following Monday I had to back due to severe pain and was told the urologist will send a letter out . I have been given an extension number which is useless as I ring it and leave messages with my contact details but up on til this day I've had no response. It's funny that there is no answer at all

A & E, poor communication

Poor staff and care

Posted by Christine Wilson 14 months ago

Couldn't breath and struggled to speak with Dr. They walked away saying they would come back later. Did blood tests and said nothing wrong with me its all psychological - panic attack - without let up for more than ten days. As I lived alone they admitted me. Ward Dr said not doing tests as there is nothing wrong with me. When I said I was going home he said he would get the respiratory dept to look at me - but I would have to wait until the following week. He obviously thought I would get sick of staying in hospital and go home. When the respiratory Dr saw me they diagnosed a few things all happening at once. Gave me medication, and I have to have lung and bone scans. They laughed when I told him they had diagnosed a panick attack and said they should have done a scan and more tests. Apart

from this Dr I had disgusting treatment. The nurse on A&E couldn't even smile let alone speak with me. When I asked them a question they just grunted. I am thoroughly disgusted

Poor staff and care

Posted by dawn 14 months ago

we found the staff and doctors very uncaring, they told us lies and their general care was terrible. they didnt listen to patients and patients had to wait a couple of hours for a bedpan after asking for one, medication was the same.

Poor staff/communication

Posted by Steve 11 months ago

Poor care, poor staff, poor attitude, poor. 4 months on still waiting for a lumbar puncture. No follow up appointment, rang secretary for consultant and infectious disease department no one knows anything or pretty much cares. Better off dead by the looks of things. Thanks infectious diseases.

Poor care, poor staff, poor attitude

Posted by Anonymous 8 months ago

My baby has been diagnosed with jaundice by the community midwife and paediatric doctors via blood sample. Health visitor came and I mentioned in two previous occasions that my baby looked abit yellow, it was brushed off with ' it should go within 14 days'. Today the health visitor had a look at my baby and mentioned a blood sample and coming back on day 14 to check on him. Next thing I knew was a midwife knocking on my door at 3 in the afternoon telling me they were here to take a sample! The midwife told me they will give me a call about the results of the test in a few hours, I waited until 7ish to get a call from the midwife telling me the baby will need to be admitted into hospital over night but there isn't any bed spaces so the paediatric doctor will phone and speak to me regarding this. I get a call around 9 from the doctor telling me baby needs to come in for examination and we will have to wait to see if we have a bed space, if not we will get transported via ambulance to another hospital. We arrive to a student midwife/student not sure what to do and just starting phototherapy on my baby, then speaking to the doctors. The student midwife couldn't explain any of my questions and couldn't spell. I asked them to get the doctors to see us and we didn't get seen until 12, the registrar seem to know what to do but the other doctor kept getting the bilirubin levels wrong and took samples from my baby by heel pricking him twice and saying it was the cut which the midwife took this after at 3, didn't know why it's still bleeding! The student nurse/midwife took my maternity and baby's red book and didn't return it. The doctor also took my hospital notes also didn't return them and said I should put the

baby in the box to get phototherapy in which I explained to them I need to soothe him so he doesn't cry and move knocking all the wires and eye mask off.

Adding treatment and results of tests was not discussed with us and done without noticing us just came in and did it. Student nurse/midwife throwing equipment on the bed next to my face when I was asleep, it actually shocked me and woke up pretty angry.

Also, there was a baby's name tag left on the box for phototherapy and the shower contained a baby bath with creamy water in it.

On the plus side the day doctors and nurses were better but there wasn't any communication between the doctors and nurses especially regarding treatment and discharge.

**Poor care, poor staff, poor communication, lack of required skills**

**Posted by dawn 14 months ago**

we found the staff and doctors very uncaring, they told us lies and their general care was terrible. they didnt listen to patients and patients had to wait a couple of hours for a bedpan after asking for one, medication was the same.

**Poor staff and care**

**Posted by Mary veronica (as a parent/guardian), 8 months ago**

I took My 4yr old son to NMGH after a fall although he didn't cry I knew by the look in his face he was in trouble!

I immediately took a taxi to NMGH on seeing the doctor I was told there was nothing wrong with My Son as he wasn't crying! However I demanded an X ray.

After the xray I was told every thing looked fine to bring him back to fracture clinic on Monday. This was a (Saturday). On the Monday I took him back to fracture clinic where he was asleep in his pushchair. I was told by the doctor there was nothing wrong with him and he insisted I didn't wake him up however he happened to just move my son's arm and he stored in pain crying out Mummy! The Doctor Then Proceeded to Tell the nursing assistant to give me a cuff and sling and send me on my way. However they didn't even have one of those to fit him. The nursing assistant I guess could see I was furious and asked was I not happy I told her straight I wasn't so she said we'll this is your baby go back in and tell him! I did this but it fell on deaf ears! On leaving the hospital I was so furious and upset knowing there was something wrong with my child I took him straight to MRI for a second opinion.

They emailed NMGH for my son's xrays which was looked at by 2 doctors I was then called to look at the xray myself and to my horror was told My son had actual broken his elbow. By now to late to plaster I was told my so would not be able to do any activities for 6 weeks! Try telling a 4yr old boy who's passion is football he can't play football jump around run etc. . It

was horrendous when I took him back to fracture clinic 3 weeks later the orthopedic surgeon said who exactly told you this child didn't have a break? Had I seen him first he most definitely would of been in plaster!

Poor diagnosis, poor care

Posted by Steve 11 months ago

Poor care, poor staff, poor attitude, poor. 4 months on still waiting for a lumbar puncture. No follow up appointment, rang secretary for consultant and infectious disease department no one knows anything or pretty much cares. Better off dead by the looks of things. Thanks infectious diseases.

Poor staff and care

Posted by Anonymous 2 months ago

I wait 6 hours with very bad symptoms of short breath and pressure in my head after 5 hours when i ask when dr will see me staff was said that they are busy and they are short of staff and maybe it will be more 2 hours.....my baby was at home so i was stress out. I was think at least i will get help but after waiting total of 6 hours dr said i am able to go home and healthy is just my backbone what giving me this symptoms ,symptoms about the doctor was mistaken .....the doctor send me to home without medicine.....

After i found out it was sinusitis infection after tooth extraction .....and i was mention i had extraction of the tooth to this dr. Anyway i think is unacceptable that the doctor send me home without any help after waiting total of 6 hours. The doctor don't even make any blood test .....just send me home....nurses was also rude and say if i dont want wait i can sign paper that i dont want help and can go help....and when i refused they said that they will sign it for theyself.....i wonder do i will go ever to this hospital for any help.....

Long wait, poor care and attitude.

Posted by Anonymous about a year and a half ago

8 hrs in a corridor then pneumonia, connection ? then staff being rude, not communicating, mother deteriorated, agency nurses very disrespectful, the weekend junior doctor was in fairness very good. The consultant however was appalling in both his attitude, skill and general manner, very very bad show.

Long wait, poor staff attitude

Posted by Anonymous 4 weeks ago

i visited the gastro department today ,my appointment was 1.50 and the doctor turned up at 2pm . The doctor sat in the office for 15 minutes before calling the 1st patient. after being

there an hour i ask a nurse where i am on the list (once i found one ) and they told me i was next. Once that patient left it was a further 15 minutes before i went in. So i presumed the doctor would have read my notes, obviously not as the doctor didnt have a clue what id had done, and was trying to attribute symptoms i have with IBS which dont add up and when i questioned this the doctor became very defensive and suggested i get a 2nd opinion. This was all before the doctor had my MRI report which hadnt come back in time for my results ! The doctor was very rude to a much younger colleague which i found very unprofessional, Im very ill and i just felt insulted and frustrated , i have basically been told the report will be sent when it arrives and an appointment will be made in 4 months and if i want to cancel it and get a second opinion , then maybe a fresh pair of eyes will be better ! i have already been misdiagnosed by a doctor at this hospital and i will be sure not to chose it in the future i have no confidence in the doctors at all . **Gastro dept. rude doctor, poor care**

## Waiting times

Posted by Pat Steele 9 months ago

I lost my husband to cancer on the 22<sup>nd</sup> August 2015. The length of time he waited for scans and surgery has left me feeling that all that should or could have been done was not done quickly enough and he was passed North Manchester General and Manchester Royal neither hospital could be proud of the length of time my husband waited. Shortened version of what happened is bladder removed dec2013 fought his way back to fitness after checks he was told that blockage in ureter and scan was required it told on 19 November 2014 kidney needed to be removed as only working 9% the saga that followed sickens me and is not what NHS should be proud of. Eventually on the 18 May 2015 (apt given was a cancellation) after 5 hrs in surgery at Manchester Royal it was discovered tumour had grown and was too close to aorta to remove and further tumours were discovered,, nothing more could be done, chemo was mentioned but my husband declined because there was not much positive vibes coming. Now the outcome may have been the same had my husband received prompt care, but nobody knows for sure and that is what I have to live with. I feel it is a waste of time and very traumatic for me to go through complaints procedure as nobody really seems to care.

Long waiting, very poor care

Posted by Anonymous 7 months ago

Not very impressed with this place. Could be so much better for poor women sat in the waiting room having a hard time. Everyone facing you and staring at you as you walk in and out is very off putting. A simple change of seating arrangements and a clean and spruce up

would make the world of difference. Very cramped seating, very warm conditions and extremely lengthy waiting times. Also, not really over the moon with the way diagnosis, treatment and aftercare handled. I would love to offer more positive comments but unfortunately I would not recommend this clinic to family or friends.

### **Waiting times, poor conditions**

**Posted by thomas coll 13 months ago**

I had an appointment at 11.15 am, I got there at 11.00am booked in and was told to take a seat, which I did, several other people came in after me and booked in, they were also asked to take a seat which they did as well then the nurse called several people through but not me, after 30 minutes I went back to the reception desk and asked what was going on, I was told to go to the nurses station where I was directed to a waiting area and I waited for another half an hour before asking a nurse what is taking so long only to be lied at. I told the nurse that they were lying, as I was told that there is a problem with the computer and that we would have to wait until it was sorted, then they called in someone else which came in after me into the consultants room, I asked the nurse again what was going on and they said we are still waiting for someone from IT to sort it out, they didn't bother to tell anyone what was going on until I spoke out. then they told me and other people what the problem was and then the nurse then called another person through. I then got up and told the nurse that they were lying again then gave them my appointment letter and told them to rebook an appointment and walked out in disgust

### **Waiting time, rude staff**

**Posted by Anonymous 10 months ago**

I visited the A&E with a broken foot bone on the night of 19/9/15. It took me 2 hours before I was seen by a nurse and after waiting another 2 hours I went back to the nurse complaining about the pain on my foot. They never gave me pain relief but instead told me in a rude manner that I still have a long time to wait before being seen by a doctor who will decide if I need x-ray. It was now 230am and I went back to my house in pain (I didn't know I had a broken bone). Next morning my husband took me to MRI A&E and the nurse saw me in 10 minutes, gave me pain relief and sent for X-ray. Only to discover I had broken bone on my foot and they plastered my foot and gave me crutches.

### **A & E, Long wait**

**Posted by Anonymous about a year and a half ago**

I had an appointment at the day services centre at north Manchester hospital today. I waited 90 minutes to be seen, and then a further 2 hours wearing a surgical gown sat in a chair pre-operation only to be told my operation was cancelled as they couldn't get a surgeon! I have re-arranged all my work shifts and other appointments for the next 2 weeks because of this operation. It has caused me a lot of inconvenience. What a terrible way to run a clinic.

Day care, long wait

Posted by Anonymous about a year and a half ago

I went to see the consultant on 12th June 2014 and I have been on the waiting list for a gall bladder operation since then. I have now found out that this operation is no longer offered at North Manchester (so much for patient choice) and I went for a pre-op on 27th Oct 2014 at Manchester Royal Infirmary. I am still waiting. Weekly phone call are unanswered. I am very very unhappy :

Waiting, communication

Posted by Newkneeneeded (as the patient), 3 months ago

After having an accident in September 2015 I was referred for an mri scan on my knee to find out if had torn my acl and damaged my cartilage. Was informed that an operation was needed and that it would be around February 2016.

Well I had my first letter for my pre op for the 2nd week of March and letter that I was booked in 11 days later for the op. On attending my pre op was told that date had been cancelled and moved to next week; I thought fair enough it's only another week that will be fine.

Yet 3 days later I received a letter cancelling that date too so I contacted the bookings dept to be given a date for this week. I got hospital bag ready organised childcare as I'm a single parent cancelled bookings I had as I'm also self employed and allowed a few weeks recovery period. One day before my surgery I received a phone call informing me that my op the following day was cancelled as the surgeon was now having a study day.

I tried to contact PALS with no success a voicemail left followed by more calls going straight to answer machine so email was sent giving brief description of my complaint against has been ignored.

I am now approximately 26 weeks since referral which in reading is over your 18 weeks promise as stated in the NHS Constitution and no new date offered.

Long wait, multiple cancellations

Posted by Anonymous about a year and a half ago

Reception staff was dismissive on the delay within clinic and advise to speak to one of the nurses for reason . I came at 2.38 and paid for parking 2hrs without acknowledgement . Shabby service like the building .

Long wait

## Maternity

Posted by Keeley lang about a year and a half ago

I gave birth to my daughter on the 01/12/14 by emergency section the first midwife to look after me on labour ward was fantastic really caring and calm and made me feel very comfortable and relaxed when she finished another midwife took over and a student the midwife didn't even introduce herself to me barely spoke to me until thinks started getting to much and I needed pain relief I first had prefer done that was ok for a while then the pain was getting strong and hard to deal with so I had the epidural I was sick after it and the midwife wanted to leave me with sick all over because I was on a drip lucky I had my sister with me who got me cleaned and changed the epidural didn't work anyway and my body was shaking through the pain baby's heartbeat kept dipping and couldn't pick her up on the monitor the midwife didn't explain none of this to me my sister did the doctor came in took blood from baby's head and put a clip on he asked the midwife why was I so distressed and told her to get me more pain relief when he left she made me start pushing when I wasn't ready and told the anecetist I'd started active pushing so I didn't get anymore pain relief when I did get the urge to push I new there was something wrong I begged her to do something she replied what do you want me to do, about an hour later the doctor came back and said I need to go to theatre because my cervix was swollen and baby was stuck the midwife didn't explain anything to me all she said was your still gonna have to push there gonna use forceps but as soon as I got in theatre the doctor said I was having a section it was nearly 50 minutes before baby was out but she was fine I was shown her then the midwife took her for her checks she never got put on me and neither me or my partner were offered skin on skin I was still in theatre an hour later I heard one of the thearter staff say this was a really long section they'd been in there for a long time and the doctor spoke to me and said I had a really bad labour and a really bad section I can't help but thing she was to blame for most of the problems that happened I will be putting a complaint in through PALS that midwife let the hospital down I will never go there again and I won't be keeping quiet about what happened!

Maternity, poor care, poor staff

Posted by Anonymous 14 months ago

I had my little boy here and lots of different times the midwives and their helpers were really rude to me and my boyfriend. My lovely little boy is our first child and I was so nervous. Not long after he was born the midwives threw my boyfriend out and I was left all in my own with a new baby. The staff weren't helpful at all and every time I asked for something they told me in a minute. I was waiting for some tablets for ages I asked four times for them so I sent my boyfriend to ask and the member of staff just sighed at him. It took three hours to get them and I was really sore. I won't be going there if I have another baby. I couldn't wait to get home because I stopped asking for help because I was scared someone would moan at me.

Maternity Poor staff attitude

## Specific ward

posted by Anonymous 2 weeks ago

I stayed in ward C4. The night I arrived the staff on duty were above and beyond my expectations. The following morning the day staff arrived.

Everything change.

The nurse I had barley spoke to me.

This nurse was aggressive in the way they administered my medication. It was degrading and disrespectful. The staff on duty were fighting amongst themselves and we're ridiculously petty. That evening the night staff arrived and again could not have enough praise for them.

The following day.

The same day team arrived.

The same degradation and disregard from the day before continuing. When I was discharged they didn't even explain what was happening next. They filled in my discharge form inaccurately. When I pointed this out they ignored me. I left the hospital feeling humiliated and degraded. It was a shame. Because the night staff were incredibly good. The day staff were a sham!

Ward C4, poor staff attitude

Manchester General Hospital part of the Pennine Acute NHS hospitals.

An agreement between the ward manager on F5 and their manager –matron-was agreed in principle with the senior Clinical Lead manager over anaesthetics –matron-and surgery changed the rules, so no one could or would get the blame for very poor nursing when the ward manager was on leave during my two day on their ward.

I do not believe that the senior manager will or be allowed to do an appropriate investigation. I have told them that they are passing the buck and that is not professional

They replied by email that I could make a formal complaint if I wanted to. I replied at the meeting between the two sisters and myself that I did not wish to go down that line then or now.

Sadly no reply from them and they appear to have taken what I had said in respectful way in an unripe way.

I do not blame either manager for what happened on ward F5.

Yours sincerely,

Mr.V.Davies

### **Ward F5 poor nursing, poor complaint handling**

## **A & E**

**Posted by Sheila johnston nearly 2 years ago**

Dirty floor, lack of care and an arrogant doc. It's true what they say about old people nobody wants to care for them and it's scary. I will not go in this hospital ever.

I have never met such rude staff, we went in to a&E children's department and waited hours with insufficient seating, people were sitting on the floor with no air conditioning or any windows open, totally unbearable heat. Men's toilet had no running water in the tap. The general hospital was like a 3rd world hospital. Dirty messy and again understaffed. Main problem staff were just rude

**A & E, Long wait, poor environment**

**Posted by Anonymous 10 months ago**

I visited the A&E with a broken foot bone on the night of 19/9/15.

It took me 2 hours before I was seen by a nurse and after waiting another 2 hours I went back to the nurse complaining about the pain on my foot. They never gave me pain relief but instead told me in a rude manner that I still have a long time to wait before being seen by a doctor who will decide if I need x-ray. It was now 230am and I went back to my house in pain (I didn't know I had a broken bone). Next morning my husband took me to MRI A&E and the nurse saw me in 10 minutes, gave me pain relief and sent for X-ray. Only to discover I had broken bone on my foot and they plastered my foot and gave me crutches.

**A & E, poor staff attitude**

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**A & E, poor attitude, poor care**

**Posted by Anonymous 9 months ago**

Had to bring my mother in law to the A&E dept at NMGH, what a huge mistake, wish we'd asked the ambulance to take her to a different hospital. We arrived at 1.47pm, it is now 6.33pm and we are still sat in the waiting room. My mother in law is in severe pain, we have asked for pain relief but the nurse informed us that she couldn't have any until a bed became available, when asked approx. how long this could take, we were just told 'a long time'. I understand the problems the A&E departments face but nearly 5 hours in severe pain is just absolutely ridiculous. I don't pay upto 40% tax for such rubbish facilities (well clearly I do). Unless you have hours to waste I would recommend to avoid at all costs. Go anywhere else, it can't be as bad as this...

**A & E, long wait**

**Posted by Margaret 5 months ago**

My mother was referred to the north Manchester as there were no beds in Rochdale Immediate care. After waiting in A&E for over 19 hours she was put on emergency ward then transferred to F4. Had a X-ray in A&E but did not get results. Had numerous blood tests, no results. Had a scan and still we are trying to get answers. Each time we ask staff they just can't give us answers. My mum is not eating or drinking, I find cold drinks left a table out of reach. We go every day but feel that the attitude is "well she is 94". I understand but it is a human being and we need to find out why she is in pain. She just wants to go home and so do we. Trying to get information is awful, I ring every morning and afternoon and never speak to the doctor just a Clark who cannot tell me what procedures have been done and the results.

Never will I go to this hospital again.

We have to keep repeating ourselves over and over.

We would like a meeting with the doctor and nurse to find out what is going on. We also would like to stop having to keep telling them mum is not drinking . Please help . She is still on the ward

**A & E, wait over 19 hours**

## **General**

**Posted by Disgusted 15 months ago**

I am disgusted that North Manchester general are allowing the prison service to take up a bed for an able bodied prisoner, claiming it makes their life easier as it is a locked ward! The prisoner is verbally abusing other visitors, staff and his guards, who seem to think his behaviour is amusing. Families visiting the intensive care unit cannot even use the family room as it's taken up by prison officers filling their faces with food. Intensive care beds are for patients at risk, not for someone who has had a good hiding in prison and who can shout, scream, abuse and walk absolutely unaided! Shame on this trust! There are no available beds now, means your relative could have to travel further! Manchester evening news contacted.

**Prisoner care, bed blocking**

**Posted by Anonymous 8 months ago**

I have to say staff in the children's ward are amazing but the children's a&e is not up to scratch. I brought my son who is non verbal autistic and the staff although they were in no ways rude they do need training to deal with autism. There should be a room for children that cannot cope with crowds and more understanding that it's not just a poorly child but a poorly child that cannot communicate there emotions or understand why they are in pain. Our child had a past history but yet we were there 2 hours and 10 minutes and not even triage asked to check observations. Glad I had a thermometer and pain relief with us and I did express my concerns to the doctor about the failings of triage. understaffed and very busy which is terrible for both staff and patients.

**Autism, poor staff training**

Posted by Chris Thompson 9 months ago

I have an elderly parent who is not too good on her feet and therefore needs to use a wheelchair for distances more than say 50 metres, the distance from a car park to the hospital reception for example. On the last couple of occasions on visiting NMGH, I've found it damn near impossible to find a hospital chair to ferry her to and from the car. Could the management bear this in mind and provide more chairs please in all locations throughout the hospital? I notice that I'm not the only person to broach this subject.

Many thanks!

**Poor parking, wheelchair facilities**

Posted by Anonymous 9 months ago

The availability of wheelchairs for disabled patients at NMGH is disgraceful. There are never any of the pay £1 kind in any of the locations. The other day, when accompanying a disabled relative,

I had to walk from A&E to the main entrance (where there were no wheelchairs) , then through the hospital to the quad entrance (where again there were no wheelchairs). I saw a porter and asked where I could get one and after pleading with the porter they got one out of the porter's room for me. It was big and very old. I had to drag it back through the hospital, bring it down in the lift and drag it outside to A&E. Once there an ambulance driver tried to take it off me. The ambulance driver spoke to me in a very rude manner and implied that I should hand it over. I explained that I had had to search the hospital for it and that my relative was not able to walk through to the consulting area. I shouldn't have to defend my valid use of a wheelchair or be spoken to in such a manner in front of a full waiting room. I don't know what we'd have done if I hadn't been able to walk the length of the hospital. Eighteen months ago there were plenty of new wheelchairs -where are they?

**Wheelchair facilities, rude staff.**

Posted by Steve 11 months ago

We recently visited North Manchester infectious diseases department. My partner has been desperately unwell. We had been treated previously here and was very weary of coming back. The diagnosis we received from North Manchester infectious diseases has been brought into question and we were given a 8 week wait to see a consultant. I was therefore horrified that upon the visit we discovered that there was 82 missed appointments the previous month. I had rang up pretty much every week day enquiring about cancellations, I was promptly told each time there wasn't. So where has the figure 82 come from. Mid air? You don't get referred to infectious diseases every day of the week so you would think

cancellations would be far to come by so where's the 82 come from? Am I able to obtain a freedom of information to discover more about the number of missed appointments and where they come from. Do the staff at admissions get promptly told so they can fill the void.?

### **Appointments, infectious diseases, poor diagnosis**

Posted by Anonymous 16 months ago

Following a foot injury my daughter was seen very quickly and x-Ray done. To the doctors surprise no break, which was good news! However my 10 year old daughter could not weight bear on her foot due to pain. The doctor wanted it strapped up and painkillers given to see if she could manage to weight bear and if not, crutches. However when she asked the nurse to do this they stated it was now not policy to strap up anything that wasn't a break! She was given some Paracetamol and told to walk on it? She cried she was in so much pain and refuses to walk on it due to the pain despite Painkillers. I feel the doctor wanted to treat her accordingly but due to some policy she hasn't received the correct treatment! Was this a cost saving decision? I still feel she needs some support of some kind, maybe even crutches but don't know where to go from here! Feel let down by the service and I actually work in the NHS where I thought patient care came first!

### **Poor care, implementation of policy**

Posted by Cliff Jardine about a year and a half ago

Over all the care from front line staff is very good but the booking centre is poor, sending out wrong or misleading letters and failed to send out new appointment letter on time almost causing a DNA to out patient department. Very poor on the pain management front. Nearly 3 years before being sent to specialist.

### **Poor pain management, poor communication**

Posted by Steve Jackson 11 months ago

Beware when attending infectious diseases you will need to be with you a wide collection of encyclopaedias to read whilst waiting for your appointment. Our time was 10:30 am but we didn't actually see the consultant till after 12:30pm. A mere half hearted apology for the delay was made. It was pathetic. We were made to feel fortunate that we got to see the consultant. But after reading some of the reviews we feel we were in fact fortunate. It seems appointment times are totally disregarded, but I'm sure if we we're over 2 hours late we wouldn't have been seen.

A decent library and more comfortable seats should be installed or even better pay a greater attention to appointment times so delays don't happen there is no excuse better planning

and organisation is required. As it was it ran way over lunch time and my partner is lactose and gluten free diet. If we had known it was going to be as late we would have brought a packed lunch and medication. Total disregard for patients. Avoid infectious diseases or bring a set of encyclopaedias and a packed lunch.

**Infectious diseases, poor facilities, waiting times.**

Posted by Steve 11 months ago

Treated for TB for 4 years and now it appears it might not be. When I say might every test has come back negative but as there are false positives and false negatives how is anyone supposed to know it's not maths surely when two negatives equals a positive. Well in my case it could be. Completely disillusioned with the all the medical staff. Answers very hard too come by and they are quite happy for me to have TB on my records. The doctor was quite happy discharging me when a secret interferon gamma essay test ( to everyone else that's a quantiferon gold test) came back negative . Upto now I'm still being investigated and are no where nearer finding out what it is. All I can confirm is no biopsy's were cultured yet with granulomas confirmed, no investigations into type of gramuloma I was treated for TB twice and over a 4 year period. I would then hence a warning for anyone attending North Manchester infectious disease to be extremely vigilant , don't take diagnosis likely, ask questions, ask for proof. We didn't but if we did we wouldn't be where we are now. My life has been ruined by this.

**Infectious disease, communication**

Posted by ERG 15 months ago

I visited the Blood Room to have a blood test. I was sat in the waiting room. There were other patients waiting as well. When I was called in there were four phlebotomists in the room. I wondered why we were waiting when there were four phlebotomists and no patient in their room until I was called in. The reason became apparent. The three phlebotomists who weren't taking blood samples were having a heated discussion about a patient who'd dared to complain about them. In fact all four phlebotomists were involved in the discussion including the one who took my blood and who was behaving as if I didn't exist. I wonder if patients might make fewer complaints if they weren't kept waiting for a procedure no one likes having done by staff doing anything other than the job they're paid to do.

**Blood tests, communication, staff**

## Mixed

Posted by Anonymous 10 months ago

More than used to many appointments due to an on going condition and today I saw the consultant who wasn't very helpful or empathetic and I left upset as I felt dismissed, the support workers at the clinic were fantastic thoughtful and helpful they could see I was upset and offered me a drink and a chat and explained everything the consultant couldn't be bothered too. They went to the effort of having all the information on procedures I'm going to be having sent to me in the post and explained everything to me when they really didn't need to. I did appreciate it it was just what I needed after getting so upset. People think support workers are just there to carry things and so menial tasks but they're not they're the ones who have time to listen and talk and actually help.

**Consultant poor, support workers excellent**

Posted by Anonymous 4 weeks ago

I must say its all good and bad. I arrived at the antenatal section first and the midwives and doctors were amazing. So caring and hands on with what they were doing. I was overdue so I stayed at the hospital. I was in pain but they really helped me out and checked on me from time to time. Very lovely midwives. They would change shifts but you would not notice the difference. Then labour came and the staffs were okay too. I had to stay in the postnatal ward after my c-section and it was terrible. Some staff were rude and had serious faces on as if to say don't ask me a question and you can hear them discussing patients which I didn't like. I had to ask them to discharge me early though I was in serious pains I had to go home to recover. It's the worst postnatal staffs I ever experienced. But it's not all the staff that are rude the juniors seem a lot nicer and approachable.

**Antenatal, midwives excellent care / post-natal staff rude**

Posted by Eric Farrell 9 months ago

I spent 10 days in D5 after having a selective lateral neck dissection. The staff were brilliant. Rushed off their feet a lot of the time but always polite and attentive if you were a patient. I was shocked at how much verbal abuse they occasionally had to put up with. They dealt diplomatically with obviously frustrated people.

The food was not easy for me as I have severe dysphagia and needed a pureed diet. There was not enough liquid for me to be able to swallow some of the food. I appreciate that times are hard and the budget for food must be so low per person. My wife brought me food in in food flasks which kept me going.

I racked up a large internet bill because there is no internet for patients. In the Christie, where I have spent a lot of time, there is patient internet and it does help to pass the time.

**Ward D5, excellent staff, inappropriate food for condition.**

Posted by Anonymous about a year and a half ago

I ended up being booked in for a c section as it was discovered that my baby was breech when I was a week overdue. I'd looked round the bluebell centre and had every intention of using this fantastic facility but it wasn't meant to be! I found the staff who undertook the surgery to be absolutely brilliant, the surgeon did a brilliant job in that my wound healed quickly and my scar is minimal. I did feel a little neglected by the midwives when on the main post labour ward - some seemed quite abrupt and unfriendly even though I was a first time mum, exhausted from having an op and zero sleep, and not really sure what the heck to do with this little person I had just given birth to! At one point I was told off for not wearing my compression socks but then no one came to put them on! They also seemed to be late in coming round with the pain relief drugs which was frustrating when I was in so much pain. But they were clearly short staffed and tending to lots of patients, and I guess I learned a lot from having to just get on with it myself, even though I was in a lot of pain from the surgery. I only had to stay in two nights so was really glad to get home. I have to say I really enjoyed the food, was great to be able to select from a varied menu and it was really tasty! I must give special praise to the nurse in the maternity assessment unit. She counselled me through the shock of having to have a c section and was so lovely with me and my hubby even though she was working 12+ hour shifts! I then had to return to hospital several times to resolve an issue with my rhesus anti d injections, and she treated me mostly. She gave me lots of tips on caring for and feeding my baby, more helpful than the midwives! She is just wonderful and an absolute credit to her profession. Thank you so much!

**Maternity, some excellent care and staff, some not interested/unfriendly**

Posted by Arthur Foster 5 months ago

I thank my dentist for referring me to my doctor for investigation for my woollen neck glands and for the referral to the hospital the appointment was within a week then referred for a scan where they found nodules they took a biography now going in to the third week no results I hate ringing The doctors office in ENT they try their best

**ENT,**

Posted by Anonymous 9 months ago

I would like to thank all the staff for the efforts they make on a ward which through no fault of the staff lacks privacy and the modern situation you would hope for. Whilst visiting I felt the staff listened and helped visitors and patients at the same as performing medical duties without fuss . This instilled great confidence, so much so that it eased my visits. I always left the ward feeling my family member was receiving the best care possible.

I would like to offer some feed back that may be negative and constructive but in no way a slight on the staff, as they are amazing!

If I am honest and probably unrealistic

I would of liked a briefing on arrival of what surgery my family member had undergone and what the plan was, as we never had this information until the day of discharge. Whilst I am being unrealistic . I would like to say each bed really should be more private in the 21st century.

The most important comment I have is how impressed I was with the staff

**Excellent staff, poor environment**

Posted by Anonymous 10 months ago

The midwives, doctors and nurses on the birth centre were absolutely fantastic . I had a very complicated labor and they helped and supported me through my difficult time. I felt special and cared for . On the other hand I was transferred to the postnatal ward for 3 days and it was a living nightmare ! The staff were rude , unapproachable and cold ! In the night when the lights were out they would hide behind the doors and gossip about colleagues and patients personal information when I was trying to sleep . There was a support worker who told me to not press the buzzer I should get up and get whatever I want . It was very obvious that the staff did not get along with each other which is a a shame really, their was no professionalism it was sickening I was terrified and sick and did not want to stay on the ward ever ever again .

**Birth centre, staff excellent, Post natal, staff poor.**