

Pennine Acute Hospitals NHS Trust – Patient Story Analysis. September 2016. Total number of comments / stories examined = 556

Rochdale Infirmary

Positive comments

	Excellent staff or care	Urgent Care centre	Day care	Outpatients	Communication
1	Rehabilitation, excellent staff and care.	Urgent Care Centre, excellent staff and care	Day Unit, excellent staff and care	Outpatient suite 6, excellent staff and care	Excellent communication
2	Excellent staff	Urgent Care centre, excellent care	Day care centre, excellent care and staff		Good communication, professional staff
3	Community care/physio, excellent staff and care	Urgent Care centre, excellent staff and care	Day care, excellent staff and care		Good communication
4	Physio, excellent staff	Urgent care Centre, Excellent staff	Day care, excellent staff and care		
5	Excellent staff and care	Urgent Care centre, Excellent staff and care	Day care, excellent staff and care		
6	Excellent staff and care	Urgent Care Centre, excellent staff and care	Day care, excellent staff and care		
7	Hernia operation, Excellent staff and care	Urgent Care Centre, friendly staff	Day care, excellent staff and care		
8	Hernia repair, excellent staff and care	Urgent care Centre, excellent staff	Day Care, excellent staff		
9	Excellent staff and care	Urgent care Centre, excellent staff and care	Day care, excellent staff and care		
10	Cystoscopy, excellent staff and care	Urgent Care Centre, excellent staff and care	Day care, excellent staff and care		
11	Friendly staff	Urgent care centre, excellent staff and care	Day care, excellent staff and care		

12	Excellent staff	Urgent care centre, excellent staff and care	Day Care, attentive staff		
13	Excellent staff and care	Urgent care centre, excellent staff	Day care, excellent staff and care		
14	Excellent care	Urgent Care Centre, excellent staff and care	Day Care, excellent staff and care		
15	Dementia care, excellent staff and care	Urgent care Centre, excellent staff and care			
16	Excellent staff and care	Urgent care Centre, excellent staff and care			
17	Efficient staff	Urgent care unit, excellent staff and care			
18	Outstanding staff				
19	PIU, excellent staff and care				
20	Excellent staff				
21	Excellent staff, good communication				
22	Excellent staff.				
23	Excellent staff and care				
24	Endoscopy unit, excellent staff and care				
25	Endoscopy Unit, Excellent staff				
26	Endoscopy dept., excellent staff and care				
27	Endoscopy dept, excellent staff and care				
28	Rheumatology Unit, excellent staff and care				
29	Fracture Clinic, excellent staff				

30	Fracture clinic, excellent staff and care				
31	Excellent staff				
32	Excellent staff and care				
33	Eye Clinic excellent staff				
34	Eye unit, excellent staff and care				
35	Eye clinic, excellent care, one web site issue				
36	Eye dept. learning disability, excellent staff and care				
37	Eye surgery, excellent staff and care				
38	Excellent staff and care				
39	Excellent staff				
40	Excellent staff and care				
41	Excellent staff and care				
42	Colonoscopy, excellent staff				
43	Friendly atmosphere, efficient staff				
44	Excellent staff and care				
45	Excellent care				
46	Excellent staff				
47	Excellent doctor				
48	Excellent care				
49	Excellent staff and care				
50	Pain clinic, excellent staff and care				
51	Excellent staff and care				

52	Iritis, excellent staff and care				
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87 positive comments – most of these refer to excellent care or excellent staff without specifying a particular service.

52 (60%) were excellent staff and care of which; 2 mentioned Physio, 4 Endoscopy, 2 Fracture clinic, 5 Eye clinic.

17 (19.5%) comments were about the Urgent Care Centre, 14 (16%) about Day care, 1(1.1%) about Outpatients and 3 (3.4%) concerned communication.

Total number of comments mentioning excellent staff or care was 84(96.6%)

Negative Comments

	Urgent care centre / Walk in centre	Communication	Day care	Staff/Care	Maternity	Waiting time	General	Outpatients
1	Urgent Care centre, waiting time.	Cancer, poor communication	Day care, poor communication after biopsy	Poor staff attitude, poor communication.	Maternity, waiting time, poor care	Waiting time, triage process	Poor procedures for relatives	Out patients, waiting times.
2	Walk in centre, dirty environment and poor communication.	Poor communication	Day surgery, lack of dignity	Eye care, waiting time, disinterested staff, poor care		Waiting time		Outpatient dept., poor hygiene from staff
3	Urgent Care Centre, waiting times, poor facilities and environment	Uncaring staff, poor communication	Day surgery, Rude uncaring staff	Lack of privacy, rude inattentive staff		Waiting times, poor processes		
4	Urgent Care centre, waiting time, poor staff,	Oral Surgery, failure to answer phone		Pain clinic, poor care		5.5 hour wait then operation		

	poor communication skills.	repeatedly				cancelled.		
5	Urgent Care centre, disinterested staff	Poor communication, missed appointments		Poor staff and care				
6	Urgent care Centre, poor care and stigma of mental health.	Poor care and communication		Mistreated by staff				
7	Urgent care centre, waiting times	Very poor care, lack of communication		Inadequate care				
8	Urgent care Centre, uncaring staff	Poor communication		Poor care				
9	Urgent care centre, poor staff			Outpatients Eye unit, rude patronising staff				
10	Urgent Care centre, rude staff							

Total 38 negative comments, while many still mention care negative comments tended to be more specific to an issue or service.

10 (26.3%) comments concerned the Urgent care centre, 8 (21%) poor communication, 3 (7.9%) Day Care / Surgery, 9 (23.7%) staff or care, 1 (2.6%) Maternity, 4 (10.5%) waiting times, 1(2.6%) general and 3 (7.9%) Outpatients.

Royal Oldham

Positive comments.

	General	Staff and Care	Maternity	A & E	Specific ward / unit
1	Gallbladder removal, Excellent staff and care especially Anaesthetist.	Excellent staff and care	Maternity, excellent staff and care	A & E, impressive service	Children's ward, excellent caring staff
2	Chemotherapy, excellent staff and care	Excellent staff	Maternity, excellent staff and care	A & E, excellent care	Children's A & E, excellent triage nurse
3	X ray, excellent staff and care	Excellent staff and care	Maternity, excellent staff and care	A & E, excellent staff and care	Victoria Unit, Excellent staff and care
4	Oral and maxillofacial dept., excellent staff and care	Excellent staff and care	Maternity, excellent staff and care	A & E dept., excellent staff and care	Osteomyelitis, A2, excellent staff and care
5	Heart attack, excellent staff and care	Excellent staff and care.	Maternity, excellent staff and care	A & E, excellent staff and care	Ward F1, excellent staff and care
6	Breast clinic, excellent staff and care, good communication	Excellent staff and care	Ectopic pregnancy, excellent staff,	A & E, excellent staff and care	Ward F1, excellent staff and care
7	Breast cancer, excellent staff and care	Good care	Maternity, excellent staff and care	A & E, excellent staff and care	F1, excellent staff and care
8	Hip replacement, excellent staff and care	Caring staff, excellent care	maternity, excellent staff and care	A & E, excellent staff and care	F1, excellent staff and care
9	Cardiology, excellent staff and care	Calm, professional caring staff.	Maternity, excellent staff and care	A & E, excellent staff and care	F1, excellent staff and care
10	Oral care, excellent staff, effective treatment	Good staff, harassed staff	Maternity, excellent staff and care	A & E, AMU, excellent staff	F1, excellent staff and care
11	Biopsy, excellent staff	Excellent staff	Maternity, excellent	A & E, excellent staff	F8, excellent staff and

	and care		staff and care	and care	care
12		Excellent staff and care	Maternity, excellent staff and care	A & E, excellent staff and care	F11, excellent staff and care
13		Excellent staff and care	Maternity, excellent staff and care	A & E, excellent staff and care	F11, excellent staff and care
14				A & E, excellent staff and care	G3, friendly staff
15				A & E, friendly efficient staff	G3, Excellent staff and care
16				A & E, efficient friendly staff	Unit G3, excellent staff
17				AMU, excellent staff and care	T3, excellent staff and care
18				A & E, excellent staff and care	T3, excellent staff and care but understaffed
19				A & E, Coronary Care unit, Excellent staff and care	Ward T4, excellent staff and care
20				A & E, excellent staff and care	T6, excellent staff and care
21				A & E, excellent staff and care	T7, excellent care and staff
22				A & E, excellent staff and care	
23				A & E, excellent staff and care	
24				A & E, excellent staff and care, good understanding of condition	
25				A & E, Acute medical Unit, excellent staff and	

				care	
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There were 81 positive comments in total. 11 (13.6%) general comments, 13 (16.1%) excellent staff and care, 13 (16.1%) about Maternity services, 25 (30.9%) about Accident and Emergency, and 21 (25.9%) about specific ward or units of these over a quarter were about ward F1. 71 (87.6%) of the 81 comments praised staff or care.

Negative comments

	A & E	General	Cancellations / waiting time	Communication	Specific Ward	Maternity	Staff and Care
1	A & E, no respect, poor communication.	Poor cleanliness	Very long waiting time, staff attitude, rudeness	Poor communication, abusive nurse?	A &E / children's observation and assessment unit, long waiting times, poor communication skills, inattentive staff	Labour ward, poor environment, no privacy,	Poor staff and care
2	A & E, 7 hour wait, lack of staff and poor staff, poor care	Cardiology, poor communication	Repeated cancellations and waits.	Unable to get through by phone when asked to call, poor communication process	Children's ward, poor staff, poor care, poor communication, long waiting times.	Maternity, inconsistent attitude of different staff, conflicting diagnosis, poor care	Rude desk staff
3	A & E, refusal to help with car parking, long waiting time, poor care	Missed miscarriage, cancellation of surgery, poor communication	Blood tests, long wait, rude staff	Inter departmental communication	Ward F1, poor diagnosis, inattentive staff, repeated long waiting times	Maternity, one bad midwife	Poor staff attitude
4	A & E, long	Poor diagnosis,	Long waits, poor	Poor	Ward F1, surgery		Dementia,

	waiting times, rude staff, deliberate slow working	poor staff	staff, poor care, Fairfield much better	communication	cancellations, poor care, disinterested staff, poor communication.		inappropriate care, rude staff, poor communication skills,
5	A & E, rude staff, long wait, poor care, poor environment	Dementia, Inattentive staff	O & A, long waits, arrogant staff, poor waiting environment	Poor communication, poor phone system			Catheter care, A & E, poor care, rude staff
6	A & E, long wait, poor communication skills/lack of information	Bed blocking, poor personal hygiene, patients left without food or drink,	Long delays to treatment				
7	A & E, poor communication, dangerous prescribing	Inconsistencies between departments	Falls, long wait for treatment.				
8	& E, long wait, poor environment, unprofessional staff	Conflicting diagnosis,	Rude receptionist, long waiting times				
9	A & E, poor staff and care, re-training		Long wait for treatment				
10	A & E, poor/abusive staff, long waits						

Total 44 negative comments. 10 comments (22.8%) were specifically about A & E. 8 (18.2%) of comments were about general issues, 9 (20.4%) were about excessive waiting or cancellations, 5 (11.4%) about communication, 4 (9%) about specific wards, 3 (6.9%) about Maternity services and 5 (11.4%) about poor staff or care.

North Manchester General

Positive comments

	X Ray	Breast Clinic	Maternity	A & E	Specific ward	Day centre / Outpatients
1	X ray excellent staff and care	Breast clinic, excellent staff and care	Maternity, excellent staff and care	A & E High Dependency Ward C5, excellent staff and care	High Dependency Ward C5, excellent staff and care	Day surgery/ward B3, excellent staff and care
2	X ray, staff, respect, dignity, kindness	Breast clinic, excellent staff and care	Maternity, excellent staff and care	A & E Excellent staff and care	G4 Coronary Unit, excellent staff and care	Outpatient A, excellent staff and care
3	X Ray Excellent staff and care	Breast clinic, excellent care and compassion	Maternity, excellent staff and care	A & E excellent staff and care	Ward I5. Excellent staff and care	Day service unit, excellent staff and care
4			Maternity, excellent staff and care	WIU, A & E, excellent staff and care	Ward F6 Excellent staff and care	Outpatients F excellent staff and care
5			Maternity, poor processes, poor facilities, excellent staff and care	A & E excellent care and staff	Ward F5, excellent staff and care	Day Care excellent staff
6			Maternity, excellent staff and care	Children's A & E, excellent staff and care	Ward C5, excellent staff and care	Day care centre, excellent staff and care

7			Maternity, excellent staff and care	A & E excellent staff and care	Ward J6, excellent staff and care	
8			Maternity, excellent staff and care	A & E, excellent staff and care	A & E, wards I5/I6, excellent staff and care.	
9			Maternity, excellent staff and care	A & E Children's unit, excellent staff and care	Ward 3, excellent staff and care	
10			Maternity excellent staff and care	A & E excellent staff and care	Ward C4, excellent staff and care	
11			Maternity, excellent staff and care	A & E excellent staff and care	Ward F5, excellent staff and care	
12			Maternity, excellent staff and care	A & E excellent staff and care	maxillofacial, excellent care	
13			Maternity, excellent care	Ambulance, A & E, ICU, excellent staff and care	Ward H3, excellent staff and care	
14			Maternity, Excellent staff and care	A & E staff excellent	Ward I6, excellent staff and care	
15			Maternity, excellent care and compassion	Excellent staff and care, Childrens A & E.		
16				A & E staff, excellent care		
17				A & E excellent staff and care		
18				A & E Excellent		

				staff and care,		
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	Difference on sites	Koala unit	Physio	Cancer	WIU	Staff and Care	Other
1	Excellent care and staff at North Manchester, very poor at Tameside.	Koala Unit excellent staff and care	Physio excellent staff and care	Cancer excellent staff and care	WIU excellent staff and care	Excellent staff and care	Orthodontics, excellent staff and care
2		Koala Unit Excellent staff and care	Physio, excellent care	Cancer excellent staff and care	WIU excellent staff and care	Excellent staff and care	Haematology, excellent staff and care
3		Koala Unit, excellent staff and care	Physio, excellent care and staff	Cancer excellent staff and care		Excellent staff and care	Cardio respiratory, excellent staff and care.
4						Excellent staff and care	Colonoscopy, excellent staff and care
5						Excellent staff	Nuclear dept.? excellent staff and care
6						Excellent staff and care	Cardiology, excellent staff and care
7						Excellent staff	Urology, excellent staff and care
8						Excellent staff and care	Osteo Arthritis, excellent team.

9						Excellent staff and care	Blood tests, excellent staff and care
10						Excellent staff and care	Urology, excellent staff and care
11						Excellent care	Cardiology, excellent staff and care
12						Excellent staff and care	Gynaecology, Excellent staff and care
13						Excellent staff and care	
14						Excellent staff and care	
15						Excellent staff and care	
16						Excellent care and staff	
17						Excellent staff and care	
18						Excellent staff and care	

In total there were 101 positive comments / stories about North Manchester General, 3 (3%) concerned the X Ray dept., 3 (3%) were about the Breast Clinic, 15 (14.9%) about Maternity services, 18 (17.8%) about A & E, 14 (13.9%) concerned specific wards and their care, 6 (5.9%) were about Day care or Outpatients, 1 (1%) talked about the differences between parts of the organisation, 3 (3%) were about the Koala unit, 3 (3%) Physio, 3 (3%) Cancer care, 2 (2%) about the Women's Investigation Unit, 18 (17.8%) about excellent staff and care without being specific about the service or section, and 12 (11.9%) were about other issues.

Negative comments / stories

	Poor communication	Poor staff and care	Waiting times	Maternity	Specific ward	A & E	General
1	Poor communication	Poor staff and care	Long waiting, very poor care	Maternity, poor care, poor staff	Ward C4, poor staff attitude	A & E, Long wait, poor environment	Prisoner care, bed blocking
2	Poor communication	Poor staff/communication	Waiting times, poor conditions	Maternity Poor staff attitude	Ward F5 poor nursing, poor complaint handling	A & E, poor staff attitude	Autism, poor staff training
3	Poor communication, poor care	Poor care, poor staff, poor attitude	Waiting time, rude staff			A & E, poor attitude, poor care	Poor parking, wheelchair facilities
4	Poor communication, long wait	Poor care, poor staff, poor communication, lack of required skills	A & E, Long wait			A & E, long wait	Wheelchair facilities, rude staff.
5	Poor communication, long wait	Poor staff and care	Day care, long wait			A & E, wait over 19 hours	Appointments, infectious diseases, poor diagnosis
6	Poor communication	Poor diagnosis, poor care	Waiting, communication				Poor care, implementation of policy
7	Poor communication, poor attitude	Poor staff and care	Long wait, multiple cancellations				Poor pain management, poor communication
8	Poor communication,	Long wait, poor care and attitude.	Long wait				Infectious diseases, poor

	staff attitude						facilities, waiting times.
9	Long wait, poor communication,	Long wait, poor staff attitude					Infectious disease, communication
10	Poor communication	Gastro dept. rude doctor, poor care					Blood tests, communication, staff
11	Poor communication						
12	Poor communication						
13	Poor communication, attitude						
14	Poor communication skills and attitude						
15	A & E, poor communication						
16							
17							
18							
19							
20							

52 Negative comments / stories. 15 of these (28.8%) concerned deficiencies in communication, 10 (19.2%) were about generally poor staff or care, 8 (15.4%) were about waiting times, 2 (3.8%) about Maternity and 2 (3.8%) about a specific ward, 5 (9.6%) about A & E and 10 (19.2%) concerned a range of other issues.

Fairfield General Hospital.

Positive comments.

	Staff and Care	Colonoscopy / Gastroscopy / Endoscopy	MSK / Physio	Accident and Emergency	Wards	X Ray	Other
1	Good staff and care	Virtual Colonoscopy, Excellent staff and care	Professional	Excellent staff and care	Ward B7, excellent staff and care	Good staff and care, X Ray	Knee replacement, excellent staff and care
2	Excellent staff and care	Gastroscopy, excellent staff and care	MSK, excellent staff and care	A & E excellent staff and care	Ward 12, excellent staff and care,	Radiology, excellent staff and care	Rheumatology, excellent staff and care
3	Excellent care	Colonoscopy, excellent staff and care	MSK, excellent staff and care	Excellent staff and care, A & E, paramedic	Wards 7 & 20 Excellent staff and care	CT/X ray excellent staff and care	Rheumatology, excellent staff and care
4	Excellent staff	Endoscopy, excellent staff and care	MSK, excellent staff and care	A & E, Excellent staff and care	Ward 6 Alzheimer's, excellent staff and care	Radiology, excellent staff	Good communication
5	Excellent staff and care		MSK excellent staff and care	A & E Excellent staff and care	Ward 1, excellent staff and care		ENT Excellent staff and care
6	Excellent staff and care		MSK, excellent care	A & E, Excellent staff and care	Ward 11A, excellent staff		ENT excellent staff
7	Excellent staff and care		MSK, excellent staff and care	A & E and Foulds suite, excellent staff and care	Ward 21, excellent staff and care		Maternity, excellent staff and care
8	Excellent staff and care		MSK, excellent staff and care	A & E, excellent staff	Ward 6/7, excellent staff and care		Outpatients, excellent staff and care

9	Excellent staff and care, X Ray and Physio		MSK/general excellent staff	A & E Fairfield, C4 NMGH, excellent staff and care	Ward 6, excellent staff and care		children and adolescent services, excellent staff
10	Good staff and care		Excellent staff and care, Physio	A & E Foulds suite, excellent staff and care	Ward 6, excellent staff and care		
11	Excellent staff and care		Physio, excellent staff and care	A & E, excellent staff and care	Wards 7/21, excellent staff and care		
12	Good staff and care		Physio, excellent staff and care	A & E, excellent staff and care	Ward 14, excellent staff and care		
13	Excellent service		Physio, excellent care	A & E, excellent staff and care	Ward 9/ physio, excellent staff and care		
14	Excellent staff and care			A & E, ICU, ward 6, excellent staff and care	Ward 5/11A, excellent staff and care		
15	Excellent service			A & E, excellent staff and care			
16	Excellent service			A & E excellent staff and care			
17	Excellent staff and care			A & E, excellent staff and care			
18	Excellent staff and care			A & E, excellent staff and care			
19	Excellent staff and care			A & E excellent staff			
20	Eye clinic, excellent staff and care			A & E, ICU, excellent staff and care			

21	Excellent staff and care			A & E excellent staff and care			
22	Excellent service			A & E, stroke care, excellent staff and care			
23	Excellent staff and care						
24	Eye care, excellent staff and care						
25	Excellent staff and care						
26	Excellent care						
27	Excellent staff and care						
28	Excellent staff						
29	Excellent care						
30	Excellent staff						
31	Audiology, excellent staff and care						
32	Excellent staff and care						
33	Excellent staff and care						
34	Excellent service						
35	Excellent staff and care						
36	Excellent staff and care						
37	Excellent						

	consultant						
38	Compassionate Care						
39	Excellent consultant						
40	Good consultant						
41	Excellent staff and care						
42	Excellent staff and care						
43	Excellent staff and care						
44	Excellent staff and care						
45	Good staff						
46	Excellent hospital						
47	Excellent staff and care						

There were 113 positive comments / stories in total. 47 (41.6%) of these comments concerned the care received or the staff attending. In many cases these were general comments and did not refer to a specific ward or unit, however adding similar comments about specific units but also staff and care raises the total for this group to 109 (96.5%). Therefore it is clear that key positive image or memory for patients and family/carers is around the staff they met or the care they received. Comments did also concern specific wards / units. There were 22 (10.5%) about A & E, 13 (11.5%) about MSK, 14 (12.4%) about a specific ward or unit, 4(3.5%) about Colonoscopy / Gastroscopy / Endoscopy, 4 (3.5%) about Radiology and 9 (8%) other comments that did not easily fit a category..

Fairfield Hospital – Negative Comments

	Communication	Staff and Care	Accident and Emergency	Waiting Times	Ward	Other
1	Poor communication	Poor care, poor communication skills, discrimination	A & E, poor care, poor/dangerous practice	Dental unit, excessive wait fir older person.	F5, rude staff, poor care, patient transport issues	Stroke, delay in transfer to Fairfield, poor outcome for patient, terrible care
2	Poor communication, poor appointment process	Poor care, poor communication skills	A & E, poor/disrespectful staff and care	Long waiting times	Ward 7, rude bullying staff, poor care	Poor patient transport
3	Poor communication skills, lack of adequate information.	Poor care	A & E long wait, poor communication	Long wait, inattentive staff	Ward 12, rude staff poor care	Restaurant hours
4	Consultant with poor communication skills.	Possible misdiagnosis	A & E, long wait for medication, poor reception staff	Long wait for discharge	Audiology, poor care and rude staff	
5	Poor communication protocols	Poor diagnosis, poor communication skills, medication issues	A & E, poor stroke care, rude staff	Long wait, lack of respect, poor outcome for patient	Wards 12/14, rude unprofessional staff	
6	Poor site map	Uncaring, unavailable staff		Long waiting time.	Eye clinic, long waits and poor communication protocols	
7		Ignorant clinician, lack of dignity		Long waiting time	Hope unit, poor mental health care	
8		Poor service		Repeated cancellations of appointment	Maternity, poor staff and care	

9				Conflicting diagnosis, cancellations of treatment	Maternity, Poor staff and care, rude staff	
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There were 40 negative comments in total. The breakdown was; Communication 6 (15%), poor staff and care 8 (20%), A & E 5 (12.5%), waiting times 9 (22.5%), specific wards or units 9 (22.5%), and 3 (7.5%) others. Again if issues about staff and care from other categories are added in the total is 30, 75% of the total number.

Patient Stories Rochdale Infirmary.

Positive comments/stories

Excellent Staff or Care

Posted by Anonymous 4 days ago

My 93 year old Dad fell and broke his hip.

He was transferred to Wolstenholme on 18 July 2016 for 3 weeks of rehabilitation. The staff were completely professional and kind. The facilities were superb and my Dad loved the food. We were made welcome and able to discuss Dad's progress with nursing staff, doctors, occupational therapists, physios and social workers. When Dad came home, mobility equipment was supplied to his house and the STARS staff were absolutely brilliant. Thank you so much to everyone.

Rehabilitation, excellent staff and care.

From being admitted by reception staff till being discharged by nursing staff i cannot fault the kindness of all staff on day surgery.

Story from NHS Choices

Excellent staff

Posted by N.P 3 months ago

My injury in summation: Right knee ACL full thickness tear, Large tear of meniscus, grade I MCL damage and some "bone bruising". Had 2 separate surgeries and now have a hamstring graft ACL and no cartilage in the right knee...surgeries in October & last day in December 2014.

With my injury in particular I experienced a lot of pain post op compared to most, and about 3/ 4 weeks after my surgeries (end of Jan) I began my NHS physio. You start with a 1 to 1 assessment and chat with a physiotherapist, and then as my injury was lower limb, I began attending the three lower limb sessions every week. By the time I had begun physiotherapy, I had not left the house since my operation, I had become a recluse, did not want to see or talk with people and had become very down, as the pain, lack of sleep, waking up in the night in agony and general absence of independence and movement had really hit me hard (contrary to the fact I had been a very outgoing confident individual with a great support

network). The first couple of months were frustrating. I was in pain all the time with everything, I felt useless and could not see how my situation would improve, yet irrespective of my grumpy and abrupt nature, the physio team still welcomed me with a smile every week and never gave up on improving my angry and upset struggle as well as my physical. This might all seem bleak and some people don't have an experience like this at all post knee reconstruction but I would like to stress every individual experiences pain and healing differently as no human body or mind is the same.

The staff were great. They were always patient, kind, and listened, yet when a point needed to be taken in by the patient (me) they greatly stressed it, and were both professional and approachable. I started to look forward more and more to physio sessions, I could see improvement, I enjoyed seeing the staff and especially when I was knocked back during the passing of my grandma, they really helped me get through everything. I cannot stress to listen to the advice they give, as I was slightly impatient with my recovery and pushed my physical capability to far, thus i fell a few steps back in my recovery time. The team were still supportive and gave realistic and attainable goals, and were honest in what I would be able to do in the future and what I should avoid altogether to prevent me injuring myself again. The team signed me off when I was ready and when they felt I was ready, not as quickly as they could as some may presume given the bad press the NHS gets, as I was in fact under the NHS Rochdale physiotherapy unit for 12 months . I did have some private physiotherapy sessions at £50 a 30min session, however I personally saw no difference between the private sessions and the NHS, if anything I felt I was given ample time with the NHS sessions.

I received the brilliant treatment, and I cannot thank the staff enough for everything. I wish you all the best, thank-you! N.P

Community care/physio, excellent staff and care

Posted by [God loves You](#) 3 months ago

Excellent service, staff extremely helpful and friendly. Great Doctor. Could not have asked for better care.

Excellent staff and care

Posted by [Winks64 \(as a relative\)](#), 4 months ago

Thanks to all the staff who attended to my 87yr old disabled mum when she had treatment yesterday.

Everything was done with care, respect and professionalism.

Just as importantly the whole experience was dealt with in a very efficient manner.

Thank you to Sister (Josie) and all her team.

Excellent staff and care

Posted by Raymond 4 months ago

I had been waiting for an urgent hernia operation which I was expecting to have at North Manchester General, so when I got a call asking if I could attend Rochdale the following day, I was rather apprehensive as I had never been to Rochdale and did not even know where the hospital was.

There is limited parking for pick up and drop off.

When I arrived, I was immediately put at my ease by the young man on reception, then after only a few minutes was taken through to be admitted.

I was seen by the registrar and anaesthetist.

The operation started about 40 minutes after my arrival and after it was over, the consultant came to speak to me.

All the staff were very friendly and caring and I was well looked after.

The whole procedure was explained to me throughout and I was sent home with painkillers.

The staff made sure everything went smoothly and made a not very pleasant experience as good as it could be.

Hernia operation, Excellent staff and care

Posted by Anonymous 4 months ago

Obviously I was quite nervous about procedure.

Much, much better than I had anticipated. I was a little early but was seen almost immediately. Two nurses looked after me and were really friendly and professional. In fact all staff were. Theatre staff were quite jovial and relaxed (though professional). I had asked for sedation previously and received it quite quickly. Afterwards in recovery nurses checked on me several times and when I was ready got dressed, went into a small lounge and had tea and toast - heaven after my long fast! Nurse came and went through procedure and I especially liked that I was given a very detailed Report which gave all details of findings, drugs given, staff in theatre and small diagram.

Excellent staff and care

Posted by Eileen burns 4 months ago

This was my first cystoscopy and I was nervous. I knew of the procedure but not knowing the hospital and the fact there was a snow storm did nothing to help my blood pressure. All staff were very pleasant and went through the whole episode with me even to what may occur after.

My husband was allowed in for the initial consultation and was able to put his mind at rest. The consultant joked with me when I asked could I follow the camera then they could talk me through it but they said they had not paid the TV licence!

I would never be frightened again to have another the two nursing staff in the room where brilliant chatting away to take my mind of the cystoscopy.

I was in the profession for 40 odd years and it was refreshing to be treated with respect just like the old days.

Thank you Rochdale.

Cystoscopy, excellent staff and care

Posted by David Green 5 months ago

The staff were friendly and polite. The consultant I saw was able to diagnose and resolve my condition in the same session. The wait times were long at around 2 hours in total, but for me it was worth the wait. Highly recommended.

Friendly staff

Posted by Anonymous 7 months ago

Came here as have asthma and was struggling to breathe. Staff couldn't have been more helpful and understanding. They also helped me sort out my medication

Excellent staff

Posted by Anonymous 9 months ago

I was treated with respect and dignity. I was cared for extremely well. And as quickly as could be. The staff were very polite and were able to answer all my questions. I was kept pain free. I had bloods test and x-ray

Excellent staff and care

Posted by I. Dean 10 months ago

I attended the department on 14 September for the results of an MRI Scan on my knees. I was called in half an hour after my appointment, the clinic nurse apologized for the delay. My consultant outlined the results and put me on a list for a knee replacement, they were very reassuring. The care I have received was fantastic. Thanks to all staff

Excellent care

Posted by Joanne 11 months ago

I brought my mum here with a trapped finger. My mum has severely dementia, the staff were Very helpful and understood the way she was. There is a nurse there who was very caring and understood the situation. They made sure she was seen quite quickly which makes a difference and she didn't have to go in the waiting room, otherwise mum would have caused lots of problems. The staff were more caring than the staff at North Manchester when I took mum there to A E. They didn't understand anything about dementia. They made my mum wait for the doctor for over 3 hours. I explained about mum but they said she would have to wait, they do not prioritise dementia patients

Dementia care, excellent staff and care

Posted by Anonymous 12 months ago

All the staff were pleasant and professional. The person who treated me kept me advised, seemed to care about my problem and made every effort to resolve. It was resolved fully satisfactorily and it was clearly explained what I needed to do in terms of after care. Much appreciated.

Excellent staff and care

Posted by Dennis 14 months ago

I was booked in today 13 May for a gastroscopy and was impressed by the efficiency of all the staff involved having had treatment at Highfield Hospital 8 weeks ago I can say that the professional standards at the infirmary are higher Well done to all the team Dennis Worrall

Efficient staff

Posted by Alec Lysons 15 months ago

I recently attended Rochdale Infirmary for a knee arthroscopy. I found all members of staff to be outstanding! Thank you all for looking after me!

Outstanding staff

Posted by Shouna Howe 15 months ago

I was treated on the PIU ward on Weds 22nd of April and felt that the experience was such a positive one that I should leave a review to let the staff know what a great job they did. Although the ward on this day was super busy I felt the staff were extremely courteous, professional but above all very caring. Nothing seemed too much trouble and I witnessed all levels of staff providing good old fashioned nursing care to all who came onto the ward. I have been receiving treatment for my particular illness for the last 3 years and have been on

the receiving end of some pretty poor practices but my experience today has restored my faith in the NHS. Good job Rochdale Infirmary, keep up the good work!

PIU, excellent staff and care

Posted by [issy59 \(as the patient\)](#), 15 months ago

I was admitted to the unit in June 2012 for right knee stereoscopy.

It was decided to perform it with a spinal anaesthetic, which I was apprehensive about - but I needn't have been. The anaesthetic staff, theatre staff, recovery staff and of, course, my consultant and anaesthetist were brilliant.

Thank you one and all.

Excellent staff

Posted by [mandy](#) 16 months ago

Arrived about 7.30 and the nurses came for me after about 15min, took me through to get changed in a room. All very clean and the nurses explained everything and introduced themselves. A lovely place almost like a private ward, the nurses were fantastic, nothing was too much trouble. The anaesthetist came to introduce themselves and then another nurse came to take me to theatre. All the staff In theatre were great and tried to make me as relaxed as possible. Operation went well the nurses after were great and explained everything to me. Doctor did not have the courtesy to come and see me after and explain anything which I thought was a let down. Other than that all the staff were lovely the best hospital I have ever been too. Thanks guys.

Excellent staff, good communication

Posted by [Anonymous](#) about a year and a half ago

Phoned mri centre at Rochdale infirmary today and the phone was answered by a member of staff who was excellent in helping me with my enquiry. She was very pleasant and very professional. She helped me in with questions asked and I want to say thank you very much for being so nice and helpful. A credit to your team and hospital.

Excellent staff.

Posted by [Christine Jones](#) about a year and a half ago

I visited the dept. today, and I would like to thank all the staff there for such a wonderful service in what is obviously a very busy department.. On arrival the receptionist was very pleasant despite handling phone calls, and I was seen earlier than my appointment time. The nurse who put the canula in was so professional yet caring and put me at ease; the

senior radiologist and her younger colleague made an unpleasant procedure bearable and it was good to be treated so respectfully and to be informed at every step of the procedure. Well done and thank you.

Excellent staff and care

Posted by Jenny about a year and a half ago

Attended the Endoscopy unit for an appointment for a colonoscopy, there was a bit of waiting due to the department being busy but nothing excessive. The procedure was carried out by the doctor & two nurses. Everything was dealt with professionally by all concerned. The nurses were a credit to the NHS especially the member of staff who went through the results with me and answered all questions patiently.

Endoscopy unit, excellent staff and care

Posted by Dave Jones about a year and a half ago

I have attended the Physio department twice so far, the member of staff that has been working with me is such a nice guy, extremely professional and knows exactly what he's doing. He is a real credit to the NHS

Physio, excellent staff

Posted by Sharon about a year and a half ago

I began treatment 2 months ago on the new rheumatology ward. Excellent is all I can say. It's clean, lovely comfortable furniture for the patients, and even on my first visit I was welcomed like a friend. Auto immune conditions can be frightening but the staff made my treatment comfortable and despite my previous fears I came out wondering why I was worried in the first place. No one likes infusions but the staff make the process so easy. Thank you

Rheumatology Unit, excellent staff and care

Posted by Kevin Rafferty about a year and a half ago

I attended the Rochdale Infirmary Fracture Clinic today following an injury skiing last week. I was seen by the Orthopaedic Consultant, I cannot speak highly enough of the care and attention I received by the consultant and all the nursing staff. Many thanks.

Fracture Clinic, excellent staff

Posted by Jenny about a year and a half ago

Attended the Endoscopy unit for an appointment for a colonoscopy, there was a bit of waiting due to the department being busy but nothing excessive. The procedure was carried out by the doctor & two nurses. Everything was dealt with professionally by all concerned. The nurses were a credit to the NHS especially the member of staff who went through the results with me and answered all questions patiently.

Endoscopy Unit, Excellent staff

Posted by IKP.rochdale about a year and a half ago

Attended with husband , he was suffering a very painful knee.!! Being a retired community nurse I was very wary of the experience. We were treated with great respect and the staff were both considerate and professional. We did have a fairly long wait for x ray , but we accept that. The doctor and the nursing staff were more than helpful and working so well despite a heavy workload. Well done to acute care staff. We were very grateful of your treatment and advise.

Excellent staff and care

posted by Anonymous nearly 2 years ago

I thought the service was prompt and the nurses and doctors excellent

Excellent staff

Posted by Patricia Brookes nearly 2 years ago

Eye surgery yesterday , pain free procedure , all staff from nurses to theatre staff wonderfully kind ,helpful and reassuring throughout . Special thanks to surgeon and anaesthetist . Not forgetting the wonderful nurse who held my hand throught the operation. Anybody awaiting treatment by these wonderful people need have no fears at all. Many many thanks to all .

Eye surgery, excellent staff and care

Posted by Steve Hazell nearly 2 years ago

I cannot give anything but praise for my treatment. I was dealt with promptly. Staff were friendly, compassionate and informative. The operation under local anaesthetic was quick and totally painless. I cannot express in words my gratitude to both the NHS and the surgeons and staff involved.

Excellent staff and care

Posted by Anonymous nearly 2 years ago

Excellent friendly nursing staff Dr's and consultants ambulance crews etc. What more can I say!

Excellent staff

Posted by Anonymous nearly 2 years ago

Visited with my son on Sunday 07/09/14 @22.30, care was phenomenal. Wish to thank every single person, receptionist, triage nurse, staff who saw my son the porter and x-ray. My son injured his ankle playing football, within an hour of arrival he had been assessed, x-rayed, leg strapped, shown how to use crutches and been given an out-patient appointment for fracture clinic. Everyone was polite and courteous. Please pass on my gratitude Please say thanks to security guard, he had a genuine smile when we walked in.

Excellent staff and care

Posted by Anonymous nearly 2 years ago

Attended with infection, seen straight way. Friendly and helpful staff. Pleasant experience.

Excellent staff and care

Posted by Anonymous 2 years ago

My Husband had a Colonoscopy recently at Rochdale, He was very nervous but, was soon put at ease by the staff. They were very informative and professional...Very pleased

Colonoscopy, excellent staff

Posted by Anonymous 2 years ago

We visited the eye clinic today for a 2.10pm appointment, got there early as we were strangers to the area. My husband was seen before his appointment time and we were on the road by 2.20. All the staff we encountered were helpful and pleasant. The signage leaves something to be desired but the reception staff were very helpful. Well done apart from Eye Clinic not appearing on the drop down menu!

Eye Clinic excellent staff

Posted by Patricia 2 years ago

From start to finish the ward atmosphere was friendly and efficient It would be difficult to find a better managed ward. Ten out of ten Special mentions to nursing staff. Well done

Friendly atmosphere, efficient staff

Posted by Tony G 2 years ago

I had the need to visit the team in Rochdale on Saturday 26th April due to an infection in a large cut on my leg. From the receptionist that booked me in to the two angels who looked after me on Saturday the experience was outstanding - thank you. I feel that I have the right treatment to resolve the infection, I only wish I had gone to them sooner. On going back again last night to have my dressings changed the speed of being seen and the general all round treatment was again a really memorable experience, thank you again. Something to be proud of in my view.

Excellent staff and care

Posted by Anonymous 2 years ago

An excellent service provided first thing Sunday morning for my little boy who had been awake many times in the night complaining of ear pain. Seen quickly and efficiently by a nurse practitioner and given antibiotics. In and out within 30mins. Thank you very much.

Excellent care

Posted by Mrs Wild 2 years ago

My husband and I have had reason to attend various different North West hospitals over the last 4 years including Salford Royal, Manchester Royal, Fairfield, Oldham and Bolton but we have been very, very impressed by the level of service and organisation we have received at Rochdale Infirmary from all levels of staff, reception/admin or nursing/consultants. We have been treated with courtesy and respect, appointment times were kept and there was very little waiting around! (Long waiting times are something which we have come to accept as the norm unfortunately). Well done to everyone at fabulous Rochdale for showing how it should be done.

Excellent staff

Posted by Jen 2 years ago

I was very satisfied with the new unit, a million times better than Birch Hill. My main comment is about one doctor. He is excellent! He did an Ultrasound scan of my eye. He explained everything extremely thoroughly and made me feel very relaxed. I put don't know in the department section as I couldn't find anything eye related.

Excellent doctor

Posted by Anonymous 2 years ago

My husband had a colonoscopy today (16/12/13) at the Endoscopy Dept of Rochdale Infirmary. He was quite nervous because the one he had eight years ago at another hospital was very painful for him. He discussed his fears with the doctor who told him "If I hurt you I will be very annoyed with myself". Although my husband felt some sensation, there was absolutely no pain. A small polyp was found and removed and I was called into the recovery area where the results were carefully explained to us both and we were given a written report. Also without exception, all the nursing staff we encountered were extremely pleasant, helpful and smiling.

Endoscopy dept., excellent staff and care

Posted by Anonymous 2 years ago

I was referred by my gp. The appointment with the consultant came within a week. 3 days later I had a ct scan and 4 days later another procedure in day surgery. How can anyone criticise the NHS when they treat you so quickly and efficiently.

Excellent care

Posted by Anonymous 2 years ago

I was only in the unit for 40 minutes. I was treated rapidly and efficiently and had the treatment I needed given to me. I was pleasantly surprised that I did not need to go to a pharmacist to get my prescription, it was given to me by the Doctor who saw me. Excellent

Excellent staff and care

Posted by Anonymous 2 years ago

This was our first experience of Rochdale Infirmary Eye Unit. I would like to thank all the staff for the treatment and care given to my mother. She was very worried about losing her eye sight, however she was treated with great respect and dignity. The care offered was excellent with time taken to discuss her treatment at all points. An excellent caring team who were exceptional in all the aspects of care offered and nothing was too much trouble.

Eye unit, excellent staff and care

Posted by Julie Meredith 2 years ago

I visited the Fracture clinic at Rochdale after an accident in Wales and the staff on the clinic were wonderful. They listened to my concerns regarding my ongoing care and made sure

that. on leaving the clinic, I was fully aware of how my fracture would be managed. My special thanks go to the two nurses in the plaster room who were helpful and cheerful.

Fracture clinic, excellent staff and care

Posted by Anonymous 2 years ago

I was very impressed with the service I recently received at the Eye Clinic. The whole of my experience was very positive - from reception through waiting to the consultation itself. The consultant and the rest of the team were/are exemplary. One minor gripe - information about the Eye Clinic doesn't appear on the website nor on the drop down list (below).

Webmaster?!?!

Eye clinic, excellent care, one web site issue

Posted by Anonymous 3 years ago

I was extremely grateful for the help the pain clinic gave me. The consultant I saw was excellent and he was very caring and treated me as an individual and with the upmost respect. I am still suffering pain but my visit to the hospital was a positive experience

Pain clinic, excellent staff and care

Posted by Grateful 2 years ago

Having arrived in reception at 9:12, I was called through almost immediately (probably within a minute or two), ten minutes later I was assessed, I was sent to the x-ray department, called back to have the x-ray explained - and the injury dealt with in a fairly rudimentary way. I was then sent back for a second x-ray, waited briefly and then was called back through to have the second x-ray examined and explained to me. I left the unit at 10:27. The whole thing took just an hour and a half, against all expectations, as I'd anticipated being there for quite some time. Every single one of the staff that dealt with me were either, as a minimum very courteous. Most were friendly, smiley, helpful and extremely professional. My sincere thanks to all the staff who helped me.

Excellent staff and care

Posted by Stuart Law 3 years ago

Went into Rochdale hospital 22nd July 2013 for a Colonoscopy and from reporting at the reception on arrival to the treatment everyone was most professional in the way they carried out the treatment. Plus the Hospital was very clean. Well done to all staff and doctors.

Endoscopy dept, excellent staff and care

Posted by hernia repair 3 years ago

From start to finish everything ran very smoothly. All areas were very clean and all staff very friendly and knowledgeable. The surgeon, was also very approachable and professional with an excellent manner and all round approach.

Hernia repair, excellent staff and care

Posted by Zombiecoyote 3 years ago

I have been a recurring Iritis patient for last two years, first at Birch Hill and now at Rochdale Infirmary, and I have found the level of care provided by this team to be outstanding.

Everyone I have dealt with has been consistently warm and helpful, with all diagnoses and treatments being well explained. Even with the merging of multiple districts into this one unit, which cannot be easy, the staff retain a high standard of service, and remain quick with a smile. This is the finest team I have encountered in any hospital I have attended, and the level of service that should exist throughout the NHS system, well done!

Iritis, excellent staff and care

Posted by Anonymous 3 years ago

I attended the Eye department with my cousin who has a learning disability for an operation. On arrival until discharge the service was excellent. From the student nurse through to the Consultant we were treated with the utmost respect and dignity, I was informed and involved of everything going on throughout the day. The patience that was show all day was fantastic. The outcome when he got home was fantastic, he was a very happy man and could obviously see after many months of being unable to see. Thank you so much to all of you

Eye dept. learning disability, excellent staff and care

Urgent Care Centre

Posted by Anonymous 2 months ago

On Monday 11th April 2016 I had to rush my husband in my car to the Rochdale urgent care centre, he was suffering with chest pain.

On arriving at the centre I rushed in leaving my car and husband on the ambulance bay.

I was directed to a nurse who then , with in seconds, got 4 Doctors/nurses, they all came out to my car and immediately started to calm my husband down.

They got him into a wheelchair and into the hospital and onto a bed were they got him more comfortable

My husband was having a heart attack.

They whole time they were helping him they kept me informed as to what was happening and what would happen next (he would be transferred to Manchester Royal to have a stent fitted).

Within twenty minutes I was on my way to MRI with two wonderful paramedics.

I can never thank you enough for what you did for my husband you truly are angels.

Sharon x

Urgent Care Centre, excellent staff and care

Posted by [lesley Percy](#) 2 years ago

had to attend due to a knife cut. centre was packed staff run ragged however triage nurse look advice to see if she could deal with it. senior nurse assessed me hand i was taped up. really quick efficient service.

Urgent Care centre, excellent care

Posted by [Tom France](#) 6 months ago

I went to the Urgent Care Centre, yesterday 05/01/2016 due to having extreme chest pains and being short of breath. After minutes of booking myself in at reception I was seen by one of the nurses, taking my blood pressure and was then soon seen by the doctor.

It was all very quick, worrying before I arrived that I would have to be waiting for hours to be seen. The nurses put me at ease and the doctor was very informative and explained I would be in there for most of the day, having to be put on a drip to lower my heart rate and to undergo blood tests and x-rays.

I would like to thank all the staff that helped me and made me feel comfortable throughout the day and I'm already starting to feel on the mend, thanks to the antibiotics I was prescribed.

Thank-you again and wish all the staff a happy new year!

Urgent Care centre, excellent staff and care

Posted by [V Smith](#) 9 months ago

I was worried that it was going to be nightmare, I visited the walk in very late on Saturday night, yet it wasn't busy and I was seen straight away. All the nurses and doctors on duty that night were kind and friendly. I would like to say a special thank you to the nurse who walked me to my car as it was very late and wanted to make sure I was safe.

Urgent care Centre, Excellent staff

Posted by [Meg Barlow](#) 10 months ago

After a bad fall at home today I was brought by ambulance to ucc, was seen within an hour and x rayed too 2grs al told but nurse couldn't have been kinder to me, even wheeled me out to the telephone as I couldn't walk very well, brilliant

Urgent Care centre, Excellent staff and care

Posted by Carol Pickup 10 months ago

I visited the urgent care this morning because of a very bad night struggling to breathe. The receptionist was lovely and read out my details so I didn't have to talk. I was then passed to a triage nurse who was lovely caring and full of empathy. I was seen by the Doctor and then sent to x-ray. The triage nurse looked after me even getting my tablets so I did not have to walk up for them. Thank you , I was feeling really frightened and you made it bearable. Your kindness touched my heart.

Urgent Care Centre, excellent staff and care

Posted by Jack 15 months ago

i visited Rochdale urgent care last night and within five mins i had been checked out in triage and then it was slightly busy but waited an hour and a half nearly to be seen by doctor but i wasn't high priority because it happened 2 days ago in a horse accident but the doctors and nurses was really friendly and my problem was very important to them. all i have to say some people give the hospital a bad name but it is a really good hospital and i will go back if any problems happen again

Urgent Care Centre, friendly staff

posted by Ged 15 months ago

My name is Christina Pickston. I am 92 years old. I visited the UCC on Wednesday 15th April at around 4.45pm. I had a painful swelling on my elbow. I was seen by the practice nurse. They were gentle, respectful, treated me with kindness and dignity. I am a little deaf and so they made sure that I could see them at all times and that I could hear them. The nurse sent me for an X-ray. The porter who took me down there was so polite and really pleasant. Nothing was too much trouble for them. The practice nurse explained the results and then involved the doctor . They discussed the possible treatments with me and the follow-up care. Between the three of them they made my visit as pleasant as it could possibly have been. Thank-you to the practice nurse, the porter and the doctor.

Urgent care Centre, excellent staff

Posted by Anonymous 16 months ago

My mother suffered a shin wound during the night and couldn't stem the flow of blood. I was called and visited mother to assist and after twice trying the NHS 111 service without success contacted BARDOC who advised and recommended visiting the Urgent Care Centre at Rochdale Infirmary where we arrived around 07:30. An empty waiting room saw us booked in very quickly and mother being treated within a few minutes. All three nursing staff that we saw were pleasant, professional and deeply caring. They introduced themselves, ensured mother was comfortable, diagnosed and treated the wound and provided tea and toast as breakfast had been missed. The wound required three separate pressure dressings with 30 minutes between them before the blood flow was stemmed and after applying steri-strips and a further check a final dressing was applied. A district nurse visit was arranged, advice given to rest and keep leg elevated and discharge completed. The entire experience was a positive one and I can't think how the treatment and attention received could be improved, well done to all concerned.

Urgent care Centre, excellent staff and care

Posted by Matt about a year and a half ago

Well what can I say, I was having a bad asthma attack my second of the day, I went to the urgent care, the person on reception didn't even ask for the my name she called for a nurse who walked me to a bed, with in 30seconds I was seen by a doctors who give me the nebulisers that I urgently needed. I had my observations taken several times though out the evening also a chest X-ray and an ECG, the staff where calm yet extremely caring. The doctor came to see me several times during my stay, he prescribed antibiotics and steroids, I went home later that evening I would like to say thank you to the two nurses the HCA, even the very experienced lady on the reception also the porter who took me for an x-ray was very nice and caring too, I hope this gets back to them wonderful people who should be so proud of the fantastic service they are running. 100% couldn't wish for anything more my visit was 30.12.2014 at around 22.00 and again thank you. Matt

Urgent Care Centre, excellent staff and care

Posted by alan 2 years ago

i attended urgent care centre today 08/06/14 with a cut from a angle grinder i was seen fairly quickly had wound cleaned and stitched by very copotent staff who were polite and careing all in about 2 hours i would like to say thank you to all the staff that attended me very much

Urgent care centre, excellent staff and care

Posted by Ste 2 years ago

I visited the urgent care dept. last night after an accident at work, with pain in my hand and side, I was seen very quickly by Andrew in triage who checked my blood pressure, temp etc. then recommended x-rays, I was also offered pain relief which was very welcome, I was then given a number of x-rays at nearly midnight! Then I had a short wait until a nurse whose name I can't remember checked my breathing and examined me, she then discussed my x-rays with the doctor and told me i had a fracture in my wrist. An appointment was made for me at the fracture clinic, my wrist was put in a brace and I was given pain relief, every part of what had happened etc. was clearly explained to me. Please pass on my thanks, to the receptionist who was very nice and friendly, the poor girl in x-ray who had to finish late, and especially to the member of staff and the nurse who saw me who were excellent.

Urgent care centre, excellent staff and care

Posted by Anonymous 2 years ago

I would like to thank the nurse practitioner, staff nurse and support worker who were on duty on Friday night. I had to bring my daughter to the UCC and we were dealt with promptly and efficiently.

Urgent care centre, excellent staff

Posted by Anonymous 2 years ago

My 8 year old has been unwell and I was advised through Bardoc to take her to Rochdale Urgent Care Centre. (22:30pm) At this time of night, I was a little uneasy about taking my daughter to the centre but upon arrival, the reception staff sent us to a separate family room and the Doctor called for her within minutes. The Doctor was outstanding. A young, friendly man whose caring nature was obvious as soon as we were seen. My daughter was put at ease, and the Doctor examined her, diagnosed her problem (Tonsillitis!) immediately, and even found some anti-biotics to tide her over until we could see the GP so we didn't have to search for a late-night pharmacy. We left the hospital feeling relieved, happy and proud of the NHS. The staff on tonight's shift were fantastic and should be very proud of themselves.

Thank you!

Urgent Care Centre, excellent staff and care

Posted by Ouch 2 years ago

I was advised to attend RI Urgent Care Centre out of hours with abdominal pain and I have a medical condition which makes it more urgent. I was seen within a reasonable time (an emergency arrived just after me) and the nurse apologised for the delay. The staff were

helpful and caring. I was given treatment for a UTI. I couldn't have asked for better treatment. It's a shame that people abuse these facilities. I was grateful for being seen so close to home as I was in considerable pain. Thank you to the caring staff of Urgent care.

Urgent care Centre, excellent staff and care

Posted by Anonymous 3 years ago

I visited earlier this evening with breathing problems. From the receptionist right through to every clinician I saw, I was treated with courtesy and respect throughout my visit. The nurse practitioner who managed my care was caring, thorough and knowledgeable. I was on my way, treated and with medication in under 2 hours, including doctors having reviewed my x-ray. It's a pity that Rochdale no longer has an A and E Department as some years ago it treated my father with equal excellence to that I found tonight, but my experience tonight was of the NHS at its best. Thank you and well done!

Urgent care Centre, excellent staff and care

Posted by Debbie M 3 years ago

I visited the urgent care centre today with my scalded hand which needed dressing. friendly receptionist, who took my details, (really nice uniforms) I waited no longer than 5 minutes. Jacky (nurse practitioner) introduced herself and explained what she recommended the treatment should be, she was very professional and re-assuring and gave me a number to call to get dressings changed etc. From start to finish it took approximately half an hour. It was first class service, well done Rochdale!

Urgent care unit, excellent staff and care

Day care

Posted by JR 4 months ago

My 16 year old daughter had oral surgery in the Day Unit on 18 March. From the moment we walked through the door every single member of staff showed outstanding care - all were friendly, kind, reassuring and professional. As she is only 16 I asked if I could stay with her, this wasn't a problem and we were put in a treatment room to await surgery. My daughter was understandably nervous - as was her mother! - but we were constantly reassured. Unfortunately the surgeon was late as they were held up at another hospital but the staff gave us regular updates about their whereabouts.

I was allowed to accompany my daughter to the anaesthetic room, again the staff here were wonderful.

I was then accompanied to the waiting area where a very kind nurse got me a coffee. The operation took double the amount of time it should have and I sat there very concerned - the anaesthetic nurse came to tell me she was out of theatre and to explain it had been more fiddly than anticipated. During the next few hours whilst she was in recovery then on the ward I was given regular updates on her condition.

I really cannot thank the staff enough for the care they took of my daughter.

Day Unit, excellent staff and care

[Posted by Angela 6 months ago](#)

I have just attended day care surgery , from the minute I walked through the door into reception I was greeted with a smile by a very polite receptionist. I was then called into see the nurse who greeted me , took my blood pressure and checked me in .I was then passed to see the anaesthetist , then to the surgeon to sign the consent everything explained in detail. then I was escorted to a changing room to get into a gown . I didn't have to wait long to be called into theatre , The staff in the anaesthetic room put me at ease and we had a good chat , The nurse in recovery looked after me very well even putting a lovely warm blanket over my cold feet. i was given a very welcome cup of tea and sandwich , all the staff worked hard and had a smile . it was all very well organised and ran like clockwork . thank you to everyone who looked after me so well ...

Day care centre, excellent care and staff

[Posted by Imran ul haq 7 months ago](#)

I had my operation today in day surgery and endoscopy. I was really nervous. Staff made me feel great. Such a helpful staff. Each and everyone of them is so nice. Even after the operation they made me a coffee twice and gave me some food. My friend was 20 mins late to pick me up and because of me some members had to wait to end their shift which they did happily for me. Such a great staff with high moral values. God bless them.

Day care, excellent staff and care

[Posted by Rebecca Holden 7 months ago](#)

I am just recovering from having four teeth removed and I cannot fault the staff in the Day Surgery department. Extremely reassuring and helpful nurses, took their time to make sure I was comfortable and calm both before I went into surgery and during recovery. They explained everything to do me and it was no trouble for them to help me out as best they

could whenever I requested something. I was also very impressed with the consultant, a very pleasant person, who I could see was clearly very skilled and professional at their job and who put me at ease, making an already difficult procedure that much more bearable. The anaesthetist was also very helpful and explained everything as they were doing it. All other staff also faultless. Definitely the best care I have received from an NHS in my 25 years; I can only hope that if I (touch wood I don't) ever have to have treatment at one again, it lives up to the standard of care I received here. I will be telling everyone how excellent it was.

Day care, excellent staff and care

Posted by shirley mcgrady 8 months ago

i attended the day surgery dept. on Tuesday 24th November for a minor operation on my hand. I found every member of staff from the guy on reception to the theatre staff very helpful, but most of all everyone had a great sense of humour and certainly put my mind at ease. The care I received was outstanding, thank you everyone.

Day care, excellent staff and care

Posted by Anonymous 10 months ago

I saw a nurse on arrival at the day care unit who set the tone for the whole experience at Rochdale Infirmary, as they were friendly, helpful and very kind. On admission to the day care unit I was treated very well and saw both the specialist and the anaesthetist, before going down to theatre with a lovely nurse who put me at my ease. After my op I recovered on the ward and received first class attention and care. After a chat about pain relief and my recovery, I went home and took things easy for a few days.

Day care, excellent staff and care

Posted by Karen Murray 14 months ago

The care and service from all staff was excellent and this is a great place for people needing an op but only needing to be in a day. I didn't realise until going in this place that all the wards are now closed at Rochdale. however the service is very well run, staff keep patients informed, reassured and care with dignity. Can't ask for more.

Day care, excellent staff and care

Posted by JANE 12 months ago

I have recently had an operation in the day services. All staff was friendly, helpful and very professional. I was really looked after. Thank you.

Day Care, excellent staff

Posted by Anonymous nearly 2 years ago

Today I had to attend the day surgical ward at Rochdale Infirmary and I must say that I was totally happy with every aspect of the treatment I received. I was very nervous not having had a general anaesthetic before and all the staff made in feel at ease and explained everything in detail. In particular the nurse on the ward and Dr who were brilliant. Thank you everyone.

Day care, excellent staff and care

Posted by Lisa Jane Drzymala 2 years ago

I have recently had an operation in the day services unit. Can I say how extremely professional the surgeon and his team were. I was very anxious and they put me at ease. Everybody was friendly and caring and I would definitely recommend treatment here. I would like to say a big thank you to the surgeon and his team for their caring approach and for making me pain free.

Day care, excellent staff and care

Posted by julie harris 2 years ago

I've never felt the need to leave a review on any medical care iv had in the past . Its either been ok care or totally awful . I actually had 1 nurse scream in my face a few years back & when my partner asked for a telephone number to make a complaint we were given the direct number of the nurse in question . She actually with held tablets that she new i needed , saying they were not in stock , i new in my heart she wasn't telling the truth . My partner then went back up to Oldham hospital & spoke to the sister & the tablets were in stock ... that nurse was playing god with my health & was so mean . Just what you don't need when your poorly , anyway i never followed that up as i was just glad to be home & on the mend . What has brought me to right this review is the amazing care i got at the day surgical unit at Rochdale under the care of a consultant, the nurses , theatre staff ... in fact everyone . To find a consultant that actually cares & doesn't just view you as a piece of meat but a real person is so refreshing . So i just wanted to say a big thank you . I just hope these reviews get read **Day care, excellent staff and care**

Posted by Anonymous 2 years ago

I went to Rochdale Infirmary as a day case patient for a hysteroscopy. Despite being extremely busy the consultant took time out to speak with me before and after the procedure and the nurses were extremely attentive and personable. Thank you.

Day Care, attentive staff

Posted by Anonymous 2 years ago

just come back from day surgery super staff, lovely and clean, kind and helpful throughout my stay, kind efficient care keep up the good work! Esther Selouk.

Day care, excellent staff and care

Posted by sandra kennedy 2 years ago

my name is sandra kennedy and i attended the day surgery dept on the 18th of October ,i have never been to Rochdale infirmary before and i was absolutely petrified as i had to have my teeth removed , from the moment i arrived i was put a great ease by all the staff the pre op assessment nurse to the theatre nurses to the dentist and anaesthetist ,I would like to extend my sincere gratitude to all the medical staff I've mentioned above, for there kindness, there time ,and also the warm welcome I received. thank you all so very much. Sandra Kennedy

Day Care, excellent staff and care

Outpatients

Posted by Anonymous 8 months ago

I attended Rochdale infirmary yesterday on a two week urgent referral. We arrived not knowing where to go the first person I meet was a very lovely person who was sweeping up outside I asked them where the main entrance was they didn't just tell me, they took me to it . We then went in the cafe because we were early, the staff in there were also really nice.

We then made our way to OP suite 6 the receptionist was very nice and helpful.

I was seen on time, the first medical person I meet was a lovely nurse who put me at ease and told me how nice the consultant was that I would be seeing. I then meet the consultant and another nurse . The consultant was so reassuring, they treated me with the up most respect and keep my dignity thought out the examination. Thankfully for myself everything was okay.

I could not have been treated any better if I had paid a million pound.....I am just so thankful for our NHS. **Outpatient suite 6, excellent staff and care**

Communication

Posted by Maniam 11 months ago

From the initial assessment and all through the procedure, I was treated with courtesy , kept well informed. My Thanks to the doctors for keeping me informed. I am very thankful to all the nursing staff (both in the theatre and in the recovery area). I am also pleased with the follow up calls.

Excellent communication

Posted by Anonymous 15 months ago

i arrived 30minutes early. Health paperwork started 5 minutes later. Excellent information during this time about the procedure from capable, friendly nurse. Estimates on waiting time supplied during the short wait. The doctor and surgery staff were pleasant and professional. The results were explained 5 minutes after the procedure was complete. I was heading home 40 minutes after I arrived. The whole experience was very good and positive. Full marks to all the staff involved.

Good communication, professional staff

Posted by Anonymous 2 years ago

Called for advice over the phone excellent information and care given.

Good communication

Negative comments/stories

Urgent care centre / Walk in centre

Posted by Anonymous 4 months ago

After waiting 4 hours in ucc we were told that there was nothing they could do and to go see your GP. Waste of time!

Urgent Care centre, waiting time.

Posted by Anonymous 5 months ago

I visited the walk in facility on 06.02.16 with my 6 year old son, it was understandably busy as it was a Sunday afternoon but nothing prepared me for the experience ahead.

The family room was dirty with rubbish left around.

There was a family who seemed to treat it as a day out bringing 3 older children who made loads of noise, jumped on chairs and abused younger children's toys.

The ill relative they were with was nowhere to be seen and at no point did their father stop them and it was left with other visitors to sort out, which when surrounded by sick children is not something anybody wants to experience.

We were seen within 30 minutes where details were taken, another 30 mins later we had blood taken and general obs.

After 3 hours we hadn't been told anything at which point the unruly family had got worse and the place was like a pressure cooker waiting to go off.

We approached reception who advised they had received 3 really ill patients and they were unsure of how long we would need to wait.

I am totally fine with waiting but what happened to somebody communicating this, to make matters worse we were advised it wasn't anything serious and that we could get the details from our GP in the morning.

A thoroughly annoying experience, why are Rochdale's services so poor? Perhaps because we are classed as a deprived area that our services and groups of individuals accept this.

I've always worked full time and paid my taxes, as have my parents and husbands family.

Why do we accept this second class service?

Walk in centre, dirty environment and poor communication.

Posted by Anonymous 5 months ago

We had to visit Urgent Care yesterday (Sunday) with our granddaughter who is 5 years old.

We had to wait in a family room that was full to bursting for over 5 hours to have her seen.

This I can understand with all the cut backs and short staffing issues, but what I was appalled at is the lack of facilities for people and children that are waiting to be seen.

The Coffee Machine was out of order, there was only water available in the reception.

I had to walk through the hospital to find that the café is only open Mon to Fri and that the only thing on offer in the entire hospital was vending machines containing Chocolate bars, crisps and fizzy drinks.

This I found to be appalling as Oldham Hospital have a shop that is open 7 days per week offering Tea, Coffee, Hot Pasties, Cold Sandwiches along with the usual sweets, chocolate and crisps.

I really think that the trust needs to look at some sort of refreshments being available to the general public 7 days a week.

You don't book to have an accident at the weekends and to expect children and pregnant women to have to sit there with nothing apart from rubbish and water is ridiculous.

We felt very let down by the facilities at the hospital and will go to Oldham in the future.

We as a town are being treated like second class citizens in this town which is such a shame as at one time I felt proud to be from Rochdale.

Come on people get your act together and sort out snacks for people to have when they are waiting to be seen.

Urgent Care Centre, waiting times, poor facilities and environment

Posted by Anonymous 15 months ago

I had to visit the urgent care centre with severe abdominal pain and a swelling in my right side (near my fallopian tube) after explaining to triage that I had not had a menstrual cycle since January and that had been admitted to Oldham last year with a burst ovarian cyst I was sent to sit back in the waiting room for 3 hours got took to a cubicle waited another 10 mins still crying with the pain when a doctor comes in says I was there with D n V when I corrected them and explained they told me to go see my own GP as it would need further examination under Gynaecological surgeons which would mean admission to hospital that my GP would have to arrange, the doctor then gave me some anti sickness meds and sent me on my way....so still no clearer as to what is wrong

Urgent Care centre, waiting time, poor staff, poor communication skills.

Posted by M about a year and a half ago

I visited the UCC on the evening of the 6th Jan 15 with my daughter. The total time spent in the UCC was 3.5 hours. I know the NHS are in the spotlight at the moment as being overworked & underpaid, but I'm afraid to say a little bit more enthusiasm & care would not go amiss. I work in private healthcare treating NHS patients & the level of care is entirely different. It was clear on this unit that nobody was in a rush to get people seen & dealt with. There were 2 Doctors & 2 qualified nurses on shift, at approx. 8pm for 30-40 mins it was clear they had all gone on a break. 2 nurses were seen walking out for their break, & on return the staff were discussing how nice the biscuits were. I'm not disputing breaks which they are completely entitled to, but surely in a busy department these breaks should be split to continue with running a service. Once eventually seen by a nurse we had to wait to see the doctor. We waited 40 mins, after 20 I drew the curtain back as I'm sure you get forgotten about. During this time the nurses were at their station discussing politics & the current news on the NHS. Eventually the doctor appeared & had my daughter diagnosed before hearing the full facts, quite clearly not interested. A full examination did not take place & we left 3.5 hours later feeling somewhat fraught & a complete waste of time.

Urgent Care centre, disinterested staff

Posted by Anonymous nearly 2 years ago

I attended urgent care centre with infected wounds as soon as I went to triage I was accused of self-harming when in fact the wounds were caused by an animal and then turned round and said I was mentally depressed so I said yes I was depressed as anyone would be when they had lost their mother a few months before and u have the NHS saying there is no stigma with mental health well I'm sorry u need to review this as the stigma is actually from NHS staff and not the public and every time i visit the centre i get a sarcastic remark of certain members of staff

Urgent care Centre, poor care and stigma of mental health.

Posted by Anonymous nearly 2 years ago

Took my 1 year daughter to urgent care centre Rochdale on 2/10/ with high fever ear and throat infection Made appointment with Bardoc but still waited nearly 2 hours....however I was told there was only 4 patients to see Bardoc and 2 doctors working then why did I have a such a long wait....absolutely Ridiculous

Urgent care centre, waiting times

Posted by Anonymous 2 years ago

I am absolutely disgusted with my treatment at this place. My 2 month old daughter needed to be taken today as she woke up screaming clearly in agony i immediately rushed to the care centre got to the reception with my 2 month old baby 9lb9oz tiny thing as I said clearly in agony. Firstly the receptionist casually starts to take my details, my baby is screaming, the every seat in the place was filled everybody was staring at me i was crying in worry and empathy for my baby girl, the women could see how insensitive the situation was. I'm 23 years old i felt helpless and like people were judging me. Then finally I was pointed in the direction of the waiting room, only to be left 15 minutes my baby was still screaming historically. I had to get up and say to the women if my child has meningitis, as I know it's the quicker you catch it the better chance of survival, my little brother had it. only then did anybody gave her Calpol until she was seen. look at her, they checked her temperature and said it was ok gave her Calpol obviously she went straight to sleep then we were left for 2 hours until I asked what was going on they said she wasn't a priority as she was asleep, well omg my world has just been torn apart and she's not a priority because you drugged her to sleep. I was also told they would only prescribe paracetamol but I had to wait until someone could do the prescription and there were 2 people in front of me. Well I had rushed off without my pram my phone or purse so I had to walk back from hospital with my baby the women was not at all empathetic so I said ok I will just buy some what is the dosage the

women refused to give me the dosage. omg never again ever why train so hard for a job to fail epically at it

Urgent care Centre, uncaring staff

posted by Anonymous 2 years ago

Not all staff are the same here. I have never had a problem with the urgent care centre until last night. The nurse would not respect my wishes and was awful to my husband and lied to me twice in a short time.

Urgent care centre, poor staff

posted by MrHaq 4 months ago

Just visited the Rochdale urgent care centre. The security personnel were very pleasant and asked if we had come to book in and informed the health care assistant to come to reception.

On their arrival the HCA wasn't the most welcoming assistant and very rude. The HCA rolled their eyes at a question which had to be repeated to my mother who's English isn't the best. This wasn't our first encounter with this individual and many people have to put up with this because if a member of public says anything to hospital staff they can be refused treatment but if the health care workers are rude or abrupt many don't know the complaints procedure. I was very tempted to record this individual and post this on social media. The HCA also attended to another family who's first language wasn't English and had no respect for confidentiality and was loudly repeating their personal details.

I am shocked at how someone who is working to look after the public can be so abrupt and rude. I will definitely be putting in a formal complaint to the organisation which run this hospital.

Urgent Care centre, rude staff

Communication

Posted by Anonymous 4 months ago

I had my biopsy done on the 23/02/16, on the 07/03/16 I was told I had cancer and sent for a blood test, nothing else more was discussed

Later that afternoon I had a call to go for a PET scan next morning, its now been a week later and heard nothing

Some people say no news is good news but how can that be I have been told I have cancer and no one to speak to **Cancer, poor communication**

Posted by unhappy patient 9 months ago

I've been waiting for an appointment for a couple of month i finally get one 21st Oct "gets cancelled on your behalf" so get another for 10th Nov again "gets cancelled on your behalf" all this happens in just a week. Now its 24th Oct i get a letter saying i was unable to keep my appointment on the 21st Oct and i have to go back to my GP for re-referral? your system is a joke!!!

Poor communication

Posted by Anonymous 10 months ago

Sat here for over an hour now watching all the staff enjoy a could catch up with each other and on their phones !

Don't get a straight answer don't answer your questions basically they don't care , it's absolutely got to be the worse place I have ever visited ? But what can you do hey ?

Uncaring staff, poor communication

Posted by Anonymous 12 months ago

I rang the oral surgery department today on a professional basis to ask for some advice. Firstly the phone rang for some time then was answered and hung up straight away. This was so the phone could be used from the other end as when I tried to ring back it was engaged. Great I thought somebody is there to answer my call. Nope, very wrong I rang straight back only for it to ring out again with no answer. Rang back for a third time with it only to be picked up and hung up again, then to be engaged. Next I rang the switch board to see if they had a different number maybe I was getting it wrong but nope they couldn't get through. By this point I was very frustrated. I ended up ringing North Manchester and got an answer to my question very quickly, the staff were very helpful and friendly. I have experienced nothing but chaos when dealing with Rochdale Oral Surgery department. Please hire some staff or at least train them in how to answer a phone.

Oral Surgery, failure to answer phone repeatedly

Posted by V LIVINGSTONE nearly 2 years ago

this hospital have messed about with my treatment repeatedly moving appointments at last min and not telling you departments blaming each other for the lack of consistency of care blaming the patient for missing appointment due to their inability to maintain regular necessary appointments thus causing patient suffering inefficient communication to the patient A disgrace

Poor communication, missed appointments

Posted by Emma2k13 (as the patient), 2 years ago

Well I went to the hospital and I got my details checked in at reception, the member of staff at reception then told me that you don't have an appointment, it is cancelled. Confused, I stood there saying I didn't cancel it. The member of staff at reception said well it is on the system that you did cancel it, I will sort it out, take a seat.

I sat down waiting, a member of staff then came up to me half an hour later saying that I will see if the doctor can fit you in. They came back to me an hour later and said 'the doctor can't fit you in today'. I Was shocked as I was waiting 2-3 months for this appointment!

So I spoke to another member of staff and they helped me out in getting this appointment. But then other member of staff kept coming up to me and saying just five minutes, I thought what a relief! But before I knew it I had been waiting 3 and a half hours, I was tired, hungry, upset and angry. They did apologise but they also said, "No one came and told me that you wanted to see me". I was annoyed but I thanked her and went to my car, where I found a £50 Ticket sitting on my windscreen. I was then angry. This Is no way to treat a patient. Please do something about this as it needs to stop.

Poor care and communication

Posted by MCB65 2 years ago

My mother is under the care of General Surgery at this hospital. I wrote to the appropriate Clinical Director about her care. He's had plenty of time to reply but hasn't even acknowledged my letter. When you go to outpatients at this hospital the receptionist is extremely rude. She spends time between patients shuffling paper before she condescends to allow the next person to book in. On our most recent visit (02/08/13) the consultant asked us why we'd come. I was momentarily tempted to be rude and tell him because an appointment letter had be sent; however, I retained my good manners. It was my understanding, which appears to be erroneous, that the purpose of medical notes were to provide any doctor with a summary of your medical history and provide a record of what previous doctors had written. My mother has had a procedure that has found pre-cancerous cells. We are told how wonderful the NHS is at dealing with cancer these days. I don't believe them. Our concerns are brushed aside. I'd accept there was nothing to worry about with an explanation but the consultant just arrogantly ignores our concerns. My mother is not going to be seen again until 31/01/14. I fervently hope nothing happens in regards to her health in the meantime. The complaints department for this Trust are abysmally useless. If anything does happen to my mother I have every intention of complaining to the Trust, commencing litigation and complaining to the GMC. We just don't know where to turn for help. In summary General Surgery provided by The Pennine Acute Hospitals NHS Trust at

Rochdale Infirmary gets a big thumbs down from me. If you're referred there I recommend you ask to be sent somewhere else.

Very poor care, lack of communication

Posted by M Taylor-Lavender 3 years ago

I telephoned 'Appointment' at 13.05 to check if my appointment for that day was still on.... 1. First call - they put me through to a fax machine number 2. Second call - they put me through to the wrong Hospital 3. Third call - Appointments could not deal with Neurology appointments as it was on a different system. Spent next 15 minutes transferring/test lines. On auto return to Operator I tried to ask why was I informed to go to Outpatients on my arrival when it seems Appointments cannot check the appointment - a'la Catch 22 4. I was then cut off... ? Total time wasted 47 minutes.. 47 minutes of my money on the phone. I am now having to go to the Hospital and ... whatever.

Poor communication

Day care

Posted by Anonymous 8 months ago

After having my operation I was told no after care would be needed, I went for one cyst removed was told I had two removed, at one point I thought I was told I had an ovary removed but this might have been due to anaesthetic. Before going into surgery the surgeon told me they would do a biopsy, again 7 weeks later I haven't been informed of those results because apparently I didn't require a follow up. How can you tell me you are going to do a biopsy and not give me a follow up? I am extremely disappointed in the care I received after my operation. I'm ticking gynaecology but it was day surgery

Day care, poor communication after biopsy

Posted by Anonymous 8 months ago

I went into Rochdale day surgery and as I was waiting for my anaesthetic there was another person in surgery, a door opened and all I could see was their legs propped up... I very nearly told them I didn't want my operation but because I knew I was the last on the list I gritted my teeth and hoped I would keep my dignity. I found it extremely disturbing that the staff come in and out of doors between surgery and anaesthetic and thus was like a conveyor belt!

I understand time is money etc. but I don't expect you to take others dignity in the process. That person won't have no idea it happened to them but might if seen it happen to the person before them, and that's exactly how I feel now

Day surgery, lack of dignity

Posted by Helen 68 (as the patient), 2 years ago

I had the misfortune of having to attend the above hospital day surgery department for facet joint injections to my spine. I have had this procedure done for the last eight years at Fairfield Hospital in Bury and never received anything less than excellent service, but as these services have now been relocated to Rochdale,

I had to endure a disgusting experience from start to finish. The waiting room resembled a cattle market, five different specialties of surgical patients, some undergoing general anaesthetic, others having local anaesthetic, all huddled together, not enough seating. After an hour of sitting waiting, my name was shouted out by a nurse who greeted me by saying ' I was expecting an eighty year old with the size of these notes, are you diabetic or something '. I am forty five years old with a longstanding back problem! The nurse then preceded to say' if we look like we are going about our business, that's cos we are, we are very busy'. The nurse then did some basic pre-op checks then ushered me back in the waiting room to sit for a further 30 minutes before being shouted again to see the Dr to sign my consent form.

After a further 30 minutes, I was shown into a cubicle, reminiscent of a swimming baths changing room to get changed into a theatre gown and was then left to sit in the cubicle until a nurse looked at me and shouted ' do you want to put your belongings in this box, 'there was myself and someone else in the changing area, neither which of us was named what the nurse shouted.. which is a little disconcerting when you are about to go to theatre. A theatre porter then arrived to walk me down to theatre and the nurse stated ' I would get a trolley for these notes or else you will end up with a bad back', which the nurse thought was amusing.

When I arrived in the anaesthetic room I was greeted by an ODP, and shown a chair to sit on while we waited to go in. The ODP looked at my notes and stated ' Do you not work then, ? to which I replied Yes I do! , then asked me what I did for a living, to which I replied I am an Advanced Nurse Practitioner, suddenly his whole attitude towards me changed, to actually treating me like a human being.

I was then taken into the theatre which was full of various people, chatting among themselves, I stood alongside the operating table being completely ignored by everybody, I

eventually asked if they would like me to get on the table and somebody replied, oh yes I will get you a pillow.

The Dr then began preparing me for the procedure, when a radiographer came in with the X-ray machine, the first words out of their mouth to me were ' Your menopausal,! You are a bit young for that aren't you, are you sure you are not pregnant? Which I felt completely insulted at.

During the procedure the Dr happened to hit a particularly painful spot in my spine with the needle, which caused me to jump slightly as a reflex action, to be then screamed at by the radiographer to ' KEEP STILL'. I would like to know if this person has ever had a five inch needle inserted into her spine.

Following the procedure I was taken to a ward on a trolley and instructed to 'Uncross your legs ' by another nurse like I was a five year old. I was then offered a drink which I didn't even get time to drink before a nurse, instructed me that I could get up and get changed and go home, literally five minutes following the procedure.. I have never been so relieved to get out of a place as much.

I have worked as a nurse within the NHS for 25 years and I have never come across so many miserable rude so called health professionals in all my years. If I felt I had ever made a patient feel the way I felt, it, I would be totally disgusted with myself and think it would be time to look for a different profession. I am sharing this experience in a hope that no other patient has to endure a similar experience.

Day surgery, Rude uncaring staff

Staff/Care

Posted by Anonymous 11 months ago

Oral surgery one receptionist untidy, unfriendly, other receptionist that covered while they were on lunch not very friendly either! Nursing staff very matter of fact, nurse slouched over worktop in surgery, not very professional! One consultant didn't listen and talked over you. Other consultant lacked a good chairside manner. Pharmacy staff not very helpful particularly to a deaf man that came in with his two children, they must have rehearsed a script and couldn't stray from that, even though he was deaf and could understand the pharmacist!

Where's the hospital's FFT cards?

Poor staff attitude, poor communication.

Posted by Bernard Cass 13 months ago

I had turned up early as the bus service to the infirmary is once an hour now my appointment was for 4.15 pm but I got there for around 3.40 the reception staff were very polite and thorough asking me my address phone numbers etc. in a crowded waiting room so anyone who was interested could have my info but that's what they have to do for security so no real problem there!! The problems came after; I had taken a book thankfully knowing that they never see you on time even though if you turn up late they can send you away, so I sat & read my book until there was only 1 other person to be seen (after 5 pm) then she went in to see someone so I figured I was up soon, One of the specialist understudies said as I was a new patient I would have to see the boss to which I replied I don't mind waiting as I have a book, then about 5 or 10 min's later the boss came out of their door & the member of staff at the reception said that I was the last patient to see they replied in a sort of mumble and walked out of the department !! I was quite shocked & the receptionist didn't seem to know what to do until another of the understudies came out at which point the receptionist took them back in their room to talk privately then they went & talked with another understudy who finally picked up my paper folder and asked me to go in their office / room where I got to explain my problem, they examined my eye's twice then noticed the consultant behind me & called them in asking if they could just look at me for a moment as they were non-plussed at my problem (I occasionally see certain flesh / skin as green instead of the true colour after talking about my medication they both came up with the idea it could be a side effect from my medication as one of my med's supposedly can give blurred vision but I asked why mine went green they said they would like to see me again in 3 months & left again I am totally disgusted with the manner in which I was treated I waited patiently always polite just reading my book only to have the consultant walk off !! If I wasn't scared about my eye's I would have walked out when the consultant did

Eye care, waiting time, disinterested staff, poor care

Posted by Anonymous 16 months ago

I attended the clinic today for review, at the check in desk I was grilled for personal details in front of a waiting room of patients which included phone numbers address GP, next of kin. Sensing numerous people were listening to my consultation I advised the receptionist that I had provided this information on two previous occasions, to which they replied this is a hospital! I refused to publicly give any further information to which the receptionist said no next of kin then! I was told to sit and then waited 2 hours to be seen! I was concerned about my car park ticket so asked how long I would be and was advised I was in next. I was seen by a registrar, this was my 3rd appointment since 17.2.14 and I still have no diagnosis or

treatment. I am unable to have some investigations due to previous trauma and I was made to feel like I was doing something wrong by saying no to an investigation. I have lost 2 stone without trying but when the consultant entered the room they stated there was nothing wrong with me!! I produced pictures, but the consultant dismissed these and also dismissed my thoughts on what I thought was wrong. I tried to fight my corner, stating the unintentional weight loss, but the consultant shrugged their shoulders! I was distraught to think that I would have to go home and continue to suffer! I asked the consultant to try medication and I would buy it, but this was refused! In tears I left. I have been to previous appointments with this consultant and spoken to the back of their head whilst they spoke into a Dictaphone or spoke to the nurse regarding me. I sat there unsure of what was happening and was asked to leave the room. I have rang the consultant's secretary for the complaints procedure but there has been no phone call back. What an absolutely horrendous service from start to finish! When I do get a diagnosis I will take it as far as I can down the complaints procedure. Avoid!

Lack of privacy, rude inattentive staff

Posted by Ruth Townsend nearly 2 years ago

I have been receiving pain injections in my spine for several years, yesterday I attended the hospital for my injection. I found the whole thing very painful and the doctor who did the injection totally ignored the fact that I was crying with the pain and didn't even check if I was alright when the procedure was over. Next time I hope i get my regular Doctor to do the procedure, at least this doctor cares for their patients.

Pain clinic, poor care

Posted by Stephen 2 years ago

I came in with severe pain on my right hand side, I had already called 111 and was told as the pain was worsening after 48 hours I should have it checked ASAP, when I got to see the nurse she told me I had broken a rib, when I asked her does she not need to examine me to diagnose this, she said no?! And told me there was nothing they could do for me! I explained the pain was getting worse and was spreading in to my back and stomach and that I was in a lot of pain and unable to sleep, and that I had been taking paracetamol and ibuprofen and these were not relieving the pain at all, she then advised me to take aspirin! She took no notes, refused to carry out even a basic examination or at least ask me to lift my t-shirt and was clearly not listening to anything I said. This was Monday morning (24/3) and I am now still in very severe pain and unable to sleep (27/3)

Poor staff and care

Posted by Anonymous 2 years ago

Was at the Urgent Care Centre twice in 3 days due to throwing up blood and that but wasn't given proper treatment, they only glued my head from when I fainted due to my hernia and that. I walked out due to the staff being very rude and running me around in circles wasting my time so I walked out. They never phoned the police to do a welfare check but they should've done by law. I would never go back to this hospital for being mistreated and even my GP won't send me there as they don't wanted me to be mistreated either..

Mistreated by staff

Posted by Martin E 2 years ago

The cleanliness and care provided by the nursing and theatre staff was excellent, they were friendly and polite. Unfortunately after seeing 5 different consultants (which is a very poor system) I constantly received a slightly different diagnosis. At Rochdale the consultant after my MRI indicated a reconstruction of the ACL may be necessary but suggested an arthroscopy to be sure. An Ankle and Foot consultant performed the Arthroscopy while training other staff and stated my ACL was completely torn and needed reconstruction and the meniscus could be trimmed at the same time. Immediately he booked me into Physio. The next consultant said I only needed physiotherapy, I asked him to actually read my notes he left the room came back and agreed I was due for an ACL reconstruction. I then go into hospital for the reconstruction and repair to the meniscus, only to wake up having had an Arthroscopy, the so called knee specialist who went in this time said the ACL was only 1/3 torn and that the meniscus would heal. Utter Rubbish. 8 months of physio later and I still had constant pain, the final consultant states that the pain may never go away and that there is nothing to be done and signs me off. 12 months later and I still have pain and am unable to perform the sports I used to. I have a damaged meniscus which will not heal itself and a completely torn ACL (confirmed now by a second opinion at another hospital) I really would like to name and shame the so called consultants who have caused me an extended time of pain and discomfort, and inform the ankle specialist that he was actually correct in his diagnosis and if the reconstruction had been done I would now be fully recovered. My sympathy to the nursing staff, theatre staff and anaesthetists who's work was good but is eclipsed by the overall outcome which is dire.

Inadequate care

Posted by Anonymous 2 years ago

I recently underwent a day surgery hydrocele repair at Rochdale Infirmary. At first the day went well I was greeted properly and treated nicely. Then considering I was scheduled to be

the first down in the morning at 11 I was told that there was no anaesthetist and that it would be some considerable time. Eventually I had the procedure done and was discharged quickly. After 24 hours I contacted the day surgery unit, and requested another scrotal support as the one they had left me in was covered in a substance from theatre. Surely this is an infection risk. I was told point blank, no. On top of that I then get taken to my nearest a and e centre being nmgh where I am admitted to the surgical triage unit and am then informed that the surgeon may have caused an infection in the wound inside as they have not closed the wound correctly. The remedy to this possibly another invasive, operation. All in all no confidence in Rochdale what so ever and not even the NHS.

Poor care

Posted by DISILLUSIONED 3 years ago

My daughter went to collect my Father from the eye unit 2 weeks ago. Prior to this visit, if I had been asked, I would have said the treatment from staff was fantastic, as both my parents have been in and out of different parts of the Infirmary - suite 2 and 5 as well as the Eye Unit, and the service has been first class, with staff exceeding what is required. This comment was made as the porters even went as far as bringing my Dads car round to one of the entrances as he had an accident outside the hospital - I would have nothing but praise for the whole team. The day my daughter collected my Dad, she had also taken my Mum to an Outpatients Department. One receptionist was downright rude to a lady who had passed the barrier to book in for her appointment. On going upstairs to the Eye Unit, my daughter was spoken to with total disdain, very abruptly and patronisingly by the Sister in charge of the Eye Unit - whereby the whole team seemed more interested in looking at photos on mobile phones rather than acknowledging my daughter. My Dad has limited mobility, and they let her struggle with the wheelchair, and let Dad struggle to the toilets. That one visit on the day in question wiped out the fabulous views I had of the infirmary.

Outpatients Eye unit, rude patronising staff

Maternity

Posted by Anonymous 11 months ago

I'm pregnant and knew something was wrong. I went to the urgent care in the morning, had to wait for 35 minutes to see the doctor, whilst being sick and feeling like i was going to faint, when I finally seen the doctor they told me everything was fine and sent me home, they didn't listen to me when I told them i knew something wasn't right. I went to Oldham hospital a few hours later and found out I had ketone in my wee which could be really dangerous to

me or the baby. I had to stay in overnight on a drip at Oldham. Rochdale infirmary are rubbish! Anything could of happened to me or my baby!

Maternity, waiting time, poor care

Waiting time

Posted by Anonymous 14 months ago

I was seen by a lovely triage nurse for what I thought was a bad case of laryngitis that would need antibiotics - my doctor couldn't fit me in and I was desperate to get something as I speak for a living. Told triage all the above, waited 2 hours to be seen by Dr (for 5 mins in their company) be told can't give you tabs just gargle lemon and honey, just think there must be a better process to reduce waiting. Maybe a step between triage and Dr for situations like this or better still more availability with Dr in the first place. That is what is putting unnecessary strain on urgent health care.

Waiting time, triage process

Posted by Anonymous nearly 2 years ago

Just spent hours at the above with my six year old with severe abdominal pains still waiting to be seen after 2 hours, think I would have been better to call out the GP or go to Oldham A & E

Waiting time

Posted by Anonymous 2 years ago

Both for my initial check-in and subsequent appointment arrangement there were queues extending around the corner to the entrance of Outpatients. Then there was a malfunction of the dictation system leading to a further delay. Knowing how much time to purchase for pay-and-display car park is anybody'd guess and a stupid idea. Having only one person on reception at 08:30 is woeful management and the inability to resolve the recording system left the plaster room empty whilst nurses sought an alternative dictating machine. On this form Outpatients doesn't appear in your pick-list!

Waiting times, poor processes

Posted by Anonymous 4 months ago

I am 80 year old went attended Rochdale Infirmary at 11:30 ready to have her cataract operation, only to sit there all day and the surgeon then decided they didn't want to do

anymore operations so my mother's operation and another disabled ladies operation after waiting for 5 1/2 hours!

What gives the surgeon the right to decide they no longer want to carry on finishing operations when especially the elderly are very frightened of attending hospital anyway. My daughter had to take a day holiday off work to take me to the hospital and will now have to take another day holiday or unpaid leave for me to attend again.

Who is going to pay for this day the NHS won't pay for it.

Totally disgusted with how I have been treated

5.5 hour wait then operation cancelled.

General

Posted by Anonymous about a year and a half ago

Really upset at the fact that you cannot stay with a relative before their operation and you are sent off at the doors from reception and told you will be telephoned when your relative is ready for collection. A bit like ordering online from argos. What happened to patient care. I was told there was no room for relatives to stay with patients and so they are left alone for up to five hours on a ward, even though there is a chair at the side of the bed! Some operations such as terminations of pregnancy are traumatic enough without the added stress caused by having relatives sent home and patients being left alone. Oldham hospital allowed a relative to stay with the patient before theatre and be there when the patient was returned to the ward. Will not be recommending this hospital!!

Poor procedures for relatives

Outpatients

Posted by Anonymous 2 years ago

I have visited this out patients dept. five times in the last 12 months and have never been seen close to my appointment time. I would suggest the average appointment is 1 hour - 1.5 hours behind schedule. It would be interesting to see what their manipulated figure would be! I visited last on Thursday 1st May and when asking the lead nurse if the appointments were running approximately to time she said she was not allowed to answer that question. 45 minutes after my appointment time the nurse came out to say that the computer had broken down. It must be a very unreliable computer because this happened also on my last visit. Hospital visitors were carrying out an inspection of the department and so I spoke to them about the lack of information, waiting times, general morale and unhelpfulness of the nursing staff. The other people who were waiting heard my complaints to them and said that

they agreed with me and that they also felt the waiting times and the department was very poor. Several of these other people said that they had visited the department several times. The hospital visitors said that they would get someone to contact me and took my contact details and telephone number. Nearly three weeks later I am still waiting. In comparison I was at the Lucy Pugh out patient's dept. at the Royal Oldham hospital. My mother had got confused with her appointment time and we had arrived at 9.45 believing the appointment was 10.00am. In actual fact her original appointment was for 10.00am but this had been rescheduled to 10.50 and so we had a long wait ahead of us. the receptionist was lovely, as she always is, and said that she could not promise anything but that she would speak to the nursing staff and explain what had had happened. The doctor who was also very nice and thorough, I believe he saw her at approx. 10.30. Twenty minutes before our appointment time. What a difference in attitude! Well done, pity the manager from Rochdale could not visit this department to see how it should be done.

Out patients, waiting times.

Posted by Anonymous 3 months ago

After visiting outpatients department I was appalled at their level of hygiene.

In the waiting area there is a large poster advocating hygiene.

When I was called in to see the doctor he was using his keyboard and looking through my notes,

I was asked to remove my dressings (I had a felon infection in thumb). The end of my thumb has. An open wound.

The doctor proceeded to squeeze my thumb and rub the top of it .

He then started again using the computer and then again examined my thumb.

At no point did this doctor wash his hands!

How many germs are on a keyboard? In fact I don't even recall seeing a sink in the room.

Surely in this day and age this is bad practice!

Outpatient dept., poor hygiene from staff

Mixed

Posted by maureen Richardson 11 months ago

0+The reception staff were very unhelpful and rude and were not aware of policy changes.

The medical staff without exception were wonderful.

Staff mixed performance

Posted by Dave 71 2 years ago

Staff were brilliant, very helpful and well organised. The experience in theatre was relaxed and not too uncomfortable. The only negative bit was not being allowed to watch the monitors since a screen was placed in front. Although promised by the consultant surgeon who requested the test I was not allowed access to the results nor copy of the letter to my GP. At this stage of possible cancer diagnosis I would have appreciated as much information as possible and without it both I and my wife are becoming increasingly anxious. The brief chat afterwards with the doctor carrying out the endoscopy did little to help either of us relax.

Good treatment but poor communication about results.

Posted by Anonymous 2 years ago

My journey to the hospital took well over an hour due to thick mist, temporary traffic lights and the morning rush hour, but I managed to arrive 5 minutes early for my 9.30am appointment. I was greeted pleasantly and taken through to the Day Surgery Unit. There I waited 80 minutes before being called through for my procedure; neither apology nor explanation was given. All the staff in the treatment room treated me with the utmost friendliness and courtesy, I felt very well cared for and comfortable, during what could have been an embarrassing experience. However the doctor did not introduce himself. I have never before given someone access to some of my most private parts without at least knowing their name!

Long wait good staff but doctor poor communication skills

Royal Oldham Patient Stories

Positive comments

General

Posted by MandyP 2 days ago

I was recently admitted to Hospital and ended up having my gallbladder removed. The care I received was excellent and I would like to thank the anaesthetic team in theatre 8 as they were brilliant. They explained everything to me which made me feel at ease. I feel this team don't get much recognition but are extremely important and brilliant in the work they do. Well done anaesthetic team I think your brill and would not be frightened again if I was being looked after in theatre by you guys.

Gallbladder removal, Excellent staff and care especially Anaesthetist.

Posted by Jess last month

This morning I finished my 12th session of chemotherapy at the Victoria Unit, and I cannot thank all the staff enough for the kindness and care given to me over the last seven months. Each and every one of them are truly wonderful people.

We are so very lucky to have the Unit here in Oldham.

From the bottom of my heart - a big thank you.

Chemotherapy, excellent staff and care

Posted by Chris pickles 2 months ago

Good evening

Just like to give a little feedback on my experience at the x Ray and ultra sound department, they were fantastic! Coming in to the hospital I felt really nervous about the test I was about to receive, but I would like to say thank you to the person (don't know their name) made me feel so much at ease and reassured me through out, the full department were so helpful so just want to say a massive thank you for their service even though I was only in their for around 20 mins!

X ray, excellent staff and care

Posted by Anonymous 2 months ago

I visited the oral and maxillofacial department at the Royal Oldham hospital a couple months back to have my tooth taken out. I had been referred by my consultant as I have an on-going jaw problem and he deemed it too risky to have it taken out at my normal dentist. All of the staff at the department were very friendly and provided good advice on what to do after the

procedure to take care of the wound and they explained what was happening during the procedure. I have an on-going condition with my jaw and that was the reason I had to attend the department. Around 2 months prior to attending the department I had an operation which had successfully helped my jaw to an extent and made it better. However, after having my tooth taken out I was left with excruciating pain within my jaw and the surrounding area for around a week afterwards and it has resulted in a rapid decline in the condition that my jaw is in. This was a result of the dentist pushing down extremely hard on my jaw when taking the tooth out. If I was to give any advice on care in the future it would be that staff be more considerate of reasons that patients are having teeth taken out at the hospital in the first place and conditions that the patient may have. Apart from that I was extremely pleased with the care that I received from the department.

Oral and maxillofacial dept., excellent staff and care

Posted by Anonymous 5 months ago

I presented myself to A&E with a heart attack in February 2016. The care I received in that department was second to none.

I was transferred to the CCU ward that day and stayed for 6 days where I was treated with compassion and professionalism in the most friendly but respectful way.

This concern even stretched to being offered a cup of tea and some toast at 4am when I couldn't sleep one night.

Splendid staff to whom I am most grateful.

Heart attack, excellent staff and care

Posted by Anonymous 6 months ago

My husband had an appointment to go to the breast clinic at Oldham Hospital. What a superb service. Although we were there 4 hours, during that time he was seen by a consultant who was fantastic with him because it can be difficult to get men to go for tests. He had all the tests, they even talked him into a mammogram something he had refused because of a past painful experience. Although breast cancer is rare in men he was not treated with any less care than any other patient. The staff kept us fully informed every step of the way. Then finally my husband was told he was clear with a full explanation. What a brilliant service and the staff could not do anymore.

Breast clinic, excellent staff and care, good communication

Posted by Anonymous 7 months ago

My first visit was nerve wracking to say the least, however from the very first instance I was treated sensitively and with the utmost kindness from everyone who dealt with me, and after quite intensive tests I came away understanding what was thought to be wrong, however as the visit was over the Christmas holiday period I did have to return for complete test results. Again at this meeting when breast cancer was confirmed I was again treated compassionately by everyone And time was of no object whilst my treatment plan was being discussed.

My husband and myself came away buoyed up by the positive attitude and the practical way in which my problem and care plan was being taken care of.

My surgery is arranged and from start to finish the process to get so far has taken less than a month.

Thanks to all the wonderful staff at the clinic you made a very scary process less so x

Breast cancer, excellent staff and care

Posted by Sue Davies 8 months ago

I had a second hip replacement operation after successful surgery of the other hip at the Royal Oldham a year ago

The nursing staff in the Operating Theatre gave me an older woman fantastic support and confidence despite slight complications initially - The staff were upbeat professional knowledgeable and encouraging

A real positive to a difficult time

Hip replacement, excellent staff and care

Posted by Dave Kirkup 11 months ago

I was transferred from Leeds General hospital cardiac unit to Oldham following a recent heart attack. The care and professionalism shown by all staff I encountered was second to none. A big thanks to all the staff on the cardiac care unit, 10/10

Cardiology, excellent staff and care

Posted by Anonymous 12 months ago

I have recently made several visits to this site and have been very impressed by the Hygienist. This has allowed me to finally control my gum health! I have previously been to Rochdale and North Manchester for the same treatments, yet the problems persisted. Royal Oldham has been the most effective in my treatment and also the most convenient to get to.
Regards A ALI

Oral care, excellent staff, effective treatment

Posted by John 13 months ago

Thank you to the staff who carried out my biopsy yesterday. They were all very helpful and clearly explained the procedure. They were honest regarding how uncomfortable the procedure would be, and how sore my tongue would be afterwards. They gave clear instructions on how to treat any discomfort afterwards and also help the wound heal. The procedure was carried out in a caring and efficient way and an excellent job was made of the stitches. I don't think it could have been done any better.

Biopsy, excellent staff and care

Staff and care

Posted by Jo 2 days ago

Yes granted the staff are stretched to the limit however my care was excellent. As anywhere some staff are more attentive and caring but in general they were all amazing.

Excellent staff and care

Posted by rumpole200 (as the patient), last month

I injured my back approx. 5 years ago and now am under your hospital to which I feel I will be treated fairly and properly. Up to now at outpatients for back surgery all the staff have been so polite and sincere. It's hard to believe it after attending Oldham hospital I won't be attending it again. Next time I attend it will be when I am deceased. I would attend your hospital with pleasure and my utmost respect any time night and day to all your staff I think they are all the best you could meet

Excellent staff

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

I suffered with bad periods and IBS.

Dr Ahmed helped me so much I've had two operations with her and went smoothly. Due to stage 4 endo I've lost one of my tubes and now have to go for IVF. I've never felt at ease before surgery and felt lucky to be under her. Just wanted to thank her.

Excellent staff and care

Posted by Sue & Dave 4 months ago

Having had numerous stays in the ward with a poorly 2 year old doing a review is very easy. Every person who works on the ward has shown us nothing but kindness and respect.

Remember, these people choose to work in a very stressful and emotional environment and care for the little ones we love. It is only right that we show them the respect and gratitude they deserve.

Great team.

Excellent staff and care

Posted by Tara t (as the patient), 4 months ago

I was extremely worried about this visit after being referred by my doctor after she thought she could feel a lump in my breast. From the start I was treated with kindness, compassion and care. My specialist nurse was Claire and I cannot praise her highly enough. Fortunately after my mammogram, ultrasound scan and a biopsy, I was told that there was no cancer but they had drained fluid from a spot of debris behind the nipple. All of these examinations and tests were Carried out within a couple of hours, and the results given to me on the day.

Excellent staff and care.

Posted by Nataliya Denson 5 months ago

Best place to receive help. All staffs (all) - very kind, polite and very helpful. I do not know what to say more - they did not give my husband possible to goo..... God bless them all! I wish to all staffs best health and happiness in life! We need you, we need your help and we are happy to know - when we are in your hands - we are in safe place! Thank you very much!

Excellent staff and care

Posted by 1953 (as a relative), 5 months ago

Mother at 95 years young was admitted to A & E and was eventually put on the Acute Medical unit unable to function mentally and physically various X-rays and drip feeds were carried out and after week on the unit and transfer to Respite for more care she has picked up greatly and is more like her old self.

So a Great Big thank you to all the staff on the unit well done.

Good care

Posted by sam keeble 6 months ago

on April 30 2015 I was taken to Oldham royal hospital after a car drove into the side of me when I was on my motorbike on spot land road. I don't remember much from my time in Oldham but I know they did a good job because if they didn't I wouldn't be here writing this review. They saved my life and I thank them for that, the work they did for me started my

healing process and even though I'm still not healed yet fully I believe they did everything in their power and treated me with so much kindness. If I could remember who they were I would thank them in person. If anyone who's works there remembers this please contact me.

Caring staff, excellent care

Posted by Jeanette Hempenstall 8 months ago

The care I received while on the ward was exemplary

Every member of staff that I came into contact with were calm, professional and caring. Even during exceptionally busy periods they gave reassurance and advice. When I developed complications during a very busy night the response was immediate which I am sure prevented me from further surgery.

Calm, professional caring staff.

During my six day stay there was a patient who frequently harassed the staff nurses. This was sustained throughout the whole of my stay, each of the nursing staff remained calm and professional on each instance.

Four Staff nurses all deserve recognition for their sheer stamina in the workplace and always with a cheerful smile.

I cant thank them enough.

Also a special mention for the cleaner every ward should have one, this cleaner makes the world a brighter place to be in.

Good staff, harassed staff

Posted by Deb hatton 8 months ago

From the pre op to the aftercare, I cannot fault any of it. From the communication of the consultant and anaesthetic staff, to the fabulous bedside manner of all the staff, brilliant.

I would especially like to mention, the nurses for their professionalism and the wonderful cleaning staff especially one, they should be on the stage!

Excellent staff

Posted by Anonymous 10 months ago

In what was a very difficult week when we were diagnosed with a baby that had significant health issues at the 12 week scan the staff on f1 made it a very peaceful and respectful end.

Words cannot express how much the care, love and respect that all of the staff offered us helped us cope with a sad day.

Huge thank you to the amazing nurse who was our very own Florence Nightingale and to the doctor who rescued me from the depths of pain.

And also to the care support staff who kept us watered and fed. Bless you all and bless our NHS

Excellent staff and care

Posted by Bales 11 months ago

Admittedly I only stopped in for one night, but the staff were wonderful, very courteous, friendly and could not do enough for you.

The Dr who carried out my procedure and the nurses who were there during it, were also excellent, always asking how I was.

I have stopped in North Manchester in the last couple of years and there is no comparison, Royal Oldham wins hands down.

Excellent staff and care

Maternity

Posted by C&J last month

I had my beautiful boy on 12/7/16 @ 2.34pm via elective c-section for health reasons.

Although this was planned I had huge concerns regarding my own care & my babies care due to a previous bad delivery & after care experience of my first son born in 2011. The moment I arrived onto the postnatal ward, we felt an instant relief and made to feel at ease by a wonderful assistant practitioner. From this moment I was over whelmed by how caring, compassionate & professional each member of the team were. The theatre & recovery staff....Amazing. I just wanted to say how fantastic this experience was for my family. I would love this comment to be passed onto all those involved with my care on this day. The NHS has some amazing people working and well done to you. Thank you so much. X

Maternity, excellent staff and care

Posted by Anonymous last month

Earlier this year I had the unfortunate experience of suffering a miscarriage. All of the staff on the gynaecology ward were helpful and tentative, however, one member of staff in particular made my visit comfortable and as positive as possible. Without this particular nurse I feel my visit to Royal Oldham would have been one I'd much rather forget, but their kindness and positive attitude helped me through an uncomfortable and upsetting time. My partner and I would like to thank all at Royal Oldham for the services they provided us with

so thoroughly but a special thank you must go to this member of staff who helped brighten our day.

Maternity, excellent caring staff

Posted by Claire k 4 months ago

I gave birth at the birth centre at Royal Oldham hospital on the 17th March, the whole experience from start to finish was amazing, I have had two children before and was not looking forward to going in to hospital but at the birth centre it is much more relaxed and the staff make you feel at ease.

I would definitely recommend this to anybody.

Thanks to the brilliant midwives who helped deliver my baby.

Maternity, excellent staff and care

Posted by Amy 4 months ago

All you ever hear are the horror stories so when it came to early induction I was terrified. The induction was amazing on the antenatal ward. All staff lovely and helped my anxiety. Labour ward again staff amazing and the staff member who did my induction pessary delivered our baby boy which was amazing to have them as a familiar and friendly face. Then to post natal ward which staff weren't as great, but they had some nice midwives as well. Overall the labour and birth of my baby was amazing! Won't listen to those horror stories again.

Maternity, excellent staff and care

Posted by Hannah t 5 months ago

I had my baby here on 30.10.15. I cannot praise the staff more, I had two amazing midwives who cared for me alternately day/night. I had a long birth which ended in c section but felt so calm and supported throughout. The postnatal care I received afterwards was also very good, midwives where aware id had an operation and where so helpful and put me in my own room so I could keep my remaining dignity (which isn't much when you've just been through labour). I would recommend the hospital to other mums to be. Thank you!

Maternity, excellent staff and care

Posted by Anonymous 6 months ago

The surgeon and team were excellent.

I was initially diagnosed under private care for an ectopic pregnancy. Unfortunately I could not be treated as a private patient and had to be referred for nhs treatment. From the moment I arrived at the hospital, they came to explain the procedure to me and when my family arrived came to explain everything to them. We were able to ask questions and they

answered them and put our minds at rest. The procedure went smoothly and all the staff who attended to me were excellent. This is an excellent surgeon and I could not believe you could get such excellent treatment on the nhs. Thank you to everyone who attended to me during my stay.

Ectopic pregnancy, excellent staff,

Posted by Rebecca C 7 months ago

Had my daughter here on the 6th, and from beginning to end over the 48 hours I spent there I was treated remarkably. Huge appreciation for each member of staff I was under the care of on both antenatal ward and the labour ward. Extra special thanks to midwife who delivered my baby girl - the midwife made the whole experience enjoyable to me. I will look back at that time as the best of my life and the staff really contributed to that. An excellent experience and one I will never forget or ever want to! Thank you all so much.

Maternity, excellent staff and care

Posted by Anonymous 7 months ago

I gave birth to my little girl on Jan 5th 2016. I was induced and found the whole process absolutely terrifying however the midwife who delivered my baby & their student midwife were absolutely fantastic. I honestly wouldn't of been able to get through it without their support. I felt continually safe and cared for. After a few complications the midwives came and found me before they finished their shift showing that they really do care about the job they do! The staff on the post natal ward were also an absolute god send. The anaesthetist team were also very good & very co operative!!

I can't recommend and thank them all enough

maternity, excellent staff and care

Posted by Jodie Wrigley 8 months ago

I had my son 10 days ago and would just like to say how well I was treated after what can only be described as a very traumatic labour. There was one midwife who stayed with me through out my labour even though the midwife was due to finish their shift, they put me at ease and helped to calm me down, all of the nurses, the theatre team and basically everybody who helped look after me were amazing. I had an emergency C Section and was kept in hospital for 2 & a half days, the day I had my section I cannot fault the care and also the aftercare I received from the nurses was amazing, even the cleaner put a smile on my face ??, I would definitely recommend this hospital to any of my friends and family who are pregnant and will certainly be coming back here for any future pregnancies I may have.

Maternity, excellent staff and care

Posted by First time mum 10 months ago

Today I had my very first appointment in the Antenatal Clinic. My husband and I were greeted by a lovely member of staff on reception who instantly made me feel at ease. When arriving at the hospital I was so nervous, walking through the main doors I was apprehensive. However, once I got to the Antenatal Clinic everything ran smoothly. My husband explained to the receptionist that I was really nervous about having my bloods taken and she was very understanding. The midwife I saw was so lovely and made me feel very comfortable. I fainted while having my bloods taken and the nurse who took them was very calm and helped me come round. The clinic was spotless and very relaxing for a hospital.

Thank you for making my first visit as a nervous first time mum a little more bearable :)

Maternity, excellent staff and care

Posted by Anonymous 12 months ago

I would just like to thank every member of staff who helped in the safe delivery of our little boy yesterday and to those who helped in his welfare afterwards. From start to finish everything was explained to us clearly and nothing was too much trouble. My wife had to have a c-section and the level of care, respect and help given to her and our little boy was second to none. Not just us but the other families on our ward. If she needed help or assistance they were there, they came around to check on us regularly and did it with a smile and a friendly word. I cannot thank you all enough for everything you have done for myself, my wife and our son on a day that could've easily been a lot more stressful without your unbelievable care, support and reassurance. You deserve ten times what you earn and long live the NHS!

Maternity, excellent staff and care

Posted by Amanda 13 months ago

I gave birth to my third child on 5 July 2015 at Oldham hospital birthing centre (I had one of my children at Birch Hill and the other at Fairfield) I telephoned ahead and the midwife was very helpful asking things etc I stayed at home a while longer before setting off when I arrived the midwife was expecting me and took me to the room which was lovely with a big birthing pool and twinkling lights very relaxing, they told me about all the options and pain relief etc they filled the pool for me even though I was only on for 15 mins or was not a problem throughout the labour the midwife constantly monitored baby and myself after the birth we could stay in the room and bond with baby and help ourselves to drinks and toast in the family room all in all it was a very relaxed amazing experience just as it should be I would like to thank all the staff who were fantastic informative and friendly

Maternity, excellent staff and care

Posted by Anonymous 12 months ago

After hearing some reason bad press regarding Oldham Hospitals Maternity Services and also hearing horror stories from other people, it is safe to say I was even more nervous about delivering my child at Oldham Hospital. However when the time came, I was looked after so well from the moment that I stepped into the hospital (by a nurse who found my struggling to walk up the stairs to the birth centre) to being discharged the following day. The midwife who delivered my son was absolutely amazing. They kept me calm and relaxed the whole way through and I really could not have done it without them. The midwife made us feel individual - and even at the end it felt as though we all celebrated getting through the journey together. Also the after care I received from the next shift of midwives was above and beyond - and both me and my husband could not have been treated any better. Truly an exceptional team who really care about the ladies who come into them. I would definately recommend this hospital to expectant mothers, and I would not think twice about delivering here again.

Maternity, excellent staff and care

Accident and Emergency

Posted by Anonymous last month

I came in as I'd hurt my ankle and thought I might have done some real damage. I saw a nurse practitioner, had x rays and was strapped up and sent home with crutches and the phone no. to call for physio in less than 2 hours.

Very impressive service

A & E, impressive service

Posted by Tom last month

Me And My Girlfriend were both admitted after a particularly violent mugging where we were beaten and had an ankle broken each. The care and aftercare provided has been first rate and I cannot thank those involved enough, After our experience it shows that there are genuine people that care

A & E, excellent care

Posted by Anonymous last month

We attended A&E with my mother who suffers from Alzheimer's and became quite unwell. The illness left her more confused and she became particularly agitated. We cannot thank the staff enough for their kindness and understanding of her condition, even when it meant

she presented with challenging behaviours. Every person we came across treated her with a level of professionalism that was second to none. Thank You

A & E, excellent staff and care

Posted by Vickey Taylor 2 months ago

I've seen so many status' recently from people moaning about Royal Oldham A&E so here's what I've got to say.

I want to thank the A & E dept. at the Royal Oldham hospital for providing me with absolutely outstanding quality of care.

I hobbled in and was greeted with the sympathetic smile of the lovely ward clerk on the front desk.

Shortly after me walked in an elderly gentleman with a bust nose. This man was triaged before me.. But was I mad because I came in before him? I was in pain after all.. No!

Because Oldham A & E had to prioritise and he needed help at that time more than me.

This is something some people don't seem to understand it's not about who came in first or how long you've been waiting it's about who needs medical attention the most.

After being triaged I had a further 40 minute wait to see a doctor. I was immediately taken though and given a bed. The doctor gave me a prompt examination and was very informative through everything about what he was doing and what he was going to do next.

Quickly after, another specialised doctor saw me & kept me updated constantly of what they were doing and what the outcome of that was. Within two hours of walking through the door I'd been admitted to hospital and had a plan of care set out for me, I knew what to expect over the next few hours and where I was going to be going.

I was given appropriate pain relief without even needing to ask - this is something that really stood out to be as no patient should be left in pain and the doctor went out of their way to ensure I was in as little pain as possible.

I was constantly being checked on by the Health Care Assistants they noticed my blood pressure dropped quite low and checked it a short time later - thanks to them I was given a bag of fluids by the nurse before I was sent for my scan.

They helped me fill in forms when I was struggling and completely took the embarrassment of needing to use a bedpan away from me by making me laugh.

From the second I walked into the department until the second I left I couldn't have felt more cared for.

So thank you Royal Oldham Hospital A&E Department.

A & E dept., excellent staff and care

Posted by Anonymous 3 months ago

I attended A&E with suspected broken foot following attempt to get GP appointment and inability to book x-ray via 111 service. Staff in A&E were all very courteous and professional. The health professional who assessed my foot was very informed and took account of the fact that my interest in running was of great importance to me.

I was triaged, x-rayed and assessed within 2 hours and all with a high level of courteousness and professionalism - very impressive

A & E, excellent staff and care

Posted by Anonymous 4 months ago

Attended A&E today at Royal Oldham Hospital. Good triage assessment. Then 3.5 hour wait. When seen though, doctor and nurse treatment was excellent, especially when performing the procedure I had to have.

Apart from our waiting time, 10/10 for the everything else.

A & E, excellent staff and care

Posted by Anonymous 4 months ago

I attended the A & E department at Oldham hospital on the afternoon of 14th April 2016 after falling off my horse and injuring my shoulder. The whole time we sat in the waiting room listening to the 6 o'clock news complain that A & E waiting time are worse than ever.

However, my experience couldn't have been more different! The staff that looked after me were incredible! From the triage to the X Ray department to the doctor that reviewed my X-rays everyone was professional, caring and efficient. And to top it all I was in and out within an hour!

I work for the NHS myself and really believe that staff and services don't get the credit they deserve! One very happy service user. Thank you.

A & E, excellent staff and care

Posted by Anonymous 5 months ago

I went to A&E late on Friday evening with a suspected broken ankle. I thought that I was in for a long wait with it being the weekend but I was very wrong. The whole experience was amazing. The reception staff were very efficient and friendly. I didn't have to wait long to see the triage nurse who was very professional and compassionate. I was informed that the wait for an X-ray was nearly 2 hours but I was called through 10 minutes later and seen by a dr within 20 minutes after the X-ray. From arriving at A&E to phoning a taxi home I was only

there for an hour and a half. The staff I encountered made a bad experience easier and I was very impressed.

A & E, excellent staff and care

Posted by Anonymous 5 months ago

I was taken to the Royal Oldham yesterday morning in terrible pain from a UTI and a very high temperature. I was put on a fluids drip and an antibiotic drip and some tests were done. Throughout my time in A&E I was treated with kindness and professionalism from every member of the nursing staff and the doctor. When my temperature came down I was sent home with antibiotics and pain killers. I would like to thank everyone who looked after me with such good care. Also, I realise that this is routine but it was nice to get a phone call next day to ask how I was doing

A & E, excellent staff and care

Posted by Anonymous 6 months ago

The care and compassion I was treated to from the staff on A&E and on the AMU was first class- Everybody looked after me so well - I was treated with respect and dignity by all who work there. Thank you so much.

A & E, AMU, excellent staff

Posted by Jackson12 (as the patient), 6 months ago

I recently had to attend the A and E department at Royal Oldham Hospital.

I was very impressed with the thorough service and level of care I received this included:

Triage, medical examinations and tests, seeing the A and E Doctor and the follow up letter to my own GP

Waiting times after Triage are lengthy but, when you consider the amount of people accessing this service, it's really not surprising.

A & E, excellent staff and care

Posted by LauraT 7 months ago

I came to the hospital with a severe asthma attack on Wednesday 13th January 2016 at around 7am It was the first time I've been since the new department was put together, there seems to be a more efficient more welcoming atmosphere with a separate department for children requiring urgent medical treatment. I was placed as an urgent case and was in a cubical and being seen to by a doctor within 10 minutes of my arrival. I was treated in a professional and caring manner by all the staff who were dealing with my care. During my 4hour period of time in the department I witnessed doctors dealing with patients who were

refusing treatment and a man who was racially abusive to members of staff. The staff handled these problems and still maintained care and attention to everyone in the department. I thank my consultant and all the other staff members who provided my care and wish to tell them what a wonderful job they did.

To the abusive and the ignorant and the ones that complain may I just say I watched event unfold in the department that I have never witnessed before and that your rude and ignorant behaviour and continuous slander against NHS facilities is what gives it a bad name not the immensely qualified professional and caring doctor, nurses, paramedics, receptionists and porters that work unimaginable hours to care for you.

To a wonderful team I give my enormous thanks

Kindest regards

Laura T

A & E, excellent staff and care

[Posted by Louise 7 months ago](#)

Had to call 999 as my 4 year old was having some kind of seizure due to high temp and he was responsive. Even getting through to the ambulance service took longer than I thought it was. A technician was dispatched and arrived in approx 10 mins. During this time the telephone operator was on the line. Dispatch person brilliant and advised for son to be taken to be checked out. After waiting approx 30 mins for ambulance I offered to take him. The dispatch person wasn't keen in case anything happened on route, but on hearing the ambulances were all waiting outside hospitals felt it was the best option. The dispatch person followed me to ROH which I thought was great giving me instructions to put on hazard lights if anything occurred.

Arrived at approx 4.45pm was put in the children's waiting room where there were at least 7 kids waiting. We were taken to a room after about 20 mins. The department was full and obviously was left to wait but I can't fault the staff they were all polite and I could see doing their best. They also reacted when my son became worse. After a few hours it was decided he needed to be seen by the Assessment team it was now around 9.30pm. This department was quieter due to most kids sent home. I heard there that there were no beds in the ward anywhere but luckily for me we had a diagnosis and what treatment he needed. There was a nurse there who was great as by this time we were exhausted and they offered drinks and some food for my son but they stood out for me.

My impression is that they are just overstretched and have to make decisions on bed capacity.

Keep up the good work

A & E, excellent staff and care

Posted by Anonymous 7 months ago

After being diagnosed with a brain tumour at another hospital I had to attend Oldham A & E for further scans. After an hours wait for triage as they were very busy I was seen immediately by a wonderful consultant. They arranged for my existing scans to be transferred onto their own pacs system which did take a while however this saved me from further MRI scans. They were so kind and considerate towards me and I can't thank that consultant enough. What they did for me meant that Salford hospital could then view my scans and within 24 hrs I was contacted by them with an appointment with a neuro surgeon 4 days later.

Since then I've had surgery and 8 weeks later am recovering very well. The efficiency between both hospitals was amazing and my care and treatment was fabulous. Thank you so much to my consultant in Oldham A & E for your assistance at a very traumatic time

A & E, excellent staff and care

Posted by Anonymous 9 months ago

My child been poorly for weeks. . Back and forward to see GP. . Under care of community nurses for his asthma.. he's been struggling with his breathing.. panting.. High temperature and low oxygen levels.. was advised to get him to A & E if he got worse.. reluctant to as he was asleep and settled but coughing and struggling to breath got him there and was triaged straight away.. reassured and seen by a doctor quickly. .He had perked up on way to hospital as kids do and his 6 puffs off his inhaler he'd had kicked in and his oxygen levels had come up. . I thought I would be fobbed off and ignored.. However I was wrong.. The doctor listened to his chest and said it sounded fine at present but after listening to his history without hesitation gave him steroids and gave us some to go home with. He's still very poorly a day might have to go back .. but the community nurses are trying there hardest to keep him at home.. All staff were friendly and efficient and listened. . Best hospital visit I have experienced.

A & E, friendly efficient staff

Posted by Anonymous 9 months ago

had to go to A & E for the first time in my 36years as struggling to breath with a severe throat infection. staff were quick , efficient and friendly. I cannot praise them enough from doctor , nurses and paramedics whom then transferred me to Fairfield for a specialist and again cannot fault the service provided by all staff at Fairfield and the quick transition.

A & E, efficient friendly staff

Posted by Vanessa 9 months ago

Recently was admitted to AMU with signs and symptoms of a kidney infection. The staff made me feel relaxed and at ease when I was in an unfamiliar situation. As only being young the last place you want to be is in hospital. The staff was lovely and couldn't do enough for me. From the moment I entered the ward to the minute I was discharged I was treated with dignity and respected, given pain relief when needed it and asked if they could do anything else. If friend and family needed similar treatment I would recommend AMU to them. Thank you to all the staff on ward AMU

AMU, excellent staff and care

Posted by Vanessa 9 months ago

Recently visit A&E with signs and symptoms of a kidney infection. Was seen by the triage nurse within 10minutes of arriving. After being told I was being listed as high priority I waited nearly 3 hours to be seen by a doctor. After going through to see the doctor I was treated with care and respected. The doctor examined me and informed me of everything that was going on. I received excellent care through out my stay in A & E and until I was taken to the ward. The doctors and nurses work above and beyond their care off duty. So much respect. Thank you 😊

A & E, excellent staff and care

Posted by Julie 13 months ago

My partner Alan suffered a heart attack on 2nd June and was admitted to hospital that day. We would like to thank A & E and the Coronary Care Unit for the amazing care he received. He has since had a quadruple heart bypass at Wythenshawe and is well on his way to making a good recovery. Thanks once again, Julie and Family.

A & E, Coronary Care unit, Excellent staff and care

Posted by Anonymous 10 months ago

I attended a and e on 15th October 2015. Very quiet, so taken right through with chest pain. Can't fault any staff, as all were responsive and helpful. Just waited a while for X-ray. In all a positive experience, and would not hesitate to recommend to anyone. Hope it would work as well when they are busy?

A & E, excellent staff and care

Posted by Anonymous 12 months ago

Could not thank the staff more for the way they dealt with my son. He is only 7 and He had quite a long, deep gash to his knee from landing on a sharp object. He was referred to Oldham from Rochdale. We were booked in quickly and seen by triage within 10 minutes. They then sent us to children's waiting room to be seen by the orthopaedic surgeon. A massive thanks to two staff members - a fantastic duo. They were really amazing - talked us through everything step by step, making my Little boy feel comfortable and happy. Chatted about football, holiday and girlfriends making him feel relaxed and at ease. We all Had a giggle with the happy gas while they numbed his knee and stitched him up - not something I thought I'd be saying while I saw my son's injuries. Don't particularly want my son back in hospital again anytime soon, just as much as no one wants to see their child hurt and in pain. But have to say, immensely impressed by the staff at Oldham - made what could have been a horrific experience for my son and I into a good one - we have a happy son with a neat and tidy stitch up. Thanks again

A & E, excellent staff and care

Posted by Catz 12 months ago

My 98 year old father was brought to A&E in the early hours of Friday AM after splitting his head open at home. The care and treatment he received here was absolutely First Class and I want to thank everyone involved in this you were marvellous. Thank You

A & E, excellent staff and care

Posted by MrsLp (as a relative), 12 months ago

My mother was rushed to A&E last month with severe abdominal pain, when I first arrived I was struck by how busy the department was and immediately was concerned at how such a busy environment could effectively look after their patients. However, I was proved wrong- everybody we encountered were fantastic. Special thanks go to Steven who was a credit to the department by acting professionally, quickly and calmly to stabilise my Mum whilst taking time to reassure us and explain everything in detail. My Mum had severe appendicitis and has since made a good recovery following emergency surgery.

A & E, excellent staff and care

Posted by Karenc 13 months ago

Suffering a blockage which I couldn't shift (I had the large bowel removed and have ileostomy or "bag") I went to A&E on Saturday afternoon. 27/6/15. Fortunately it was rather quiet, and I was seen by Triage quickly. They took me straight through for assessment. I was

treated with courtesy, and more importantly, humour by all staff. The nurse who gave me the pain relief had been told morphine made me sick so came prepared with an anti sickness injection. The nurse carefully monitored my reaction and knew exactly when to give the anti sickness. Nice chat with the radiologist, who wheeled me back as the porter was busy. Fortunately the attention/morphine was enough to get my stoma back to life! The consultant on A&E was obviously very familiar with the condition, as I could explain them explaining to the doctor treating me the difference in colostomies and ileostomies and what they should expect from mine. The only delay was the doctor didn't pass on the fact I was ready to go home, and could have the cannula removed. But I'd rather they were off dealing with other sick people as I was able to speak to the staff myself. All this done with calmness and laughs despite the fact that they had an abusive and verbally aggressive patient who was taking up most of their time. It provided entertainment for us, but to have to deal with that day in day out. Not good. Well done all of you. Professional service as usual

A & E, excellent staff and care, good understanding of condition

Posted by [Relieved Daughter](#) 14 months ago

My father was taken ill in the night and after contacting the Helpline, an ambulance was called. The ambulance team realised his blood sugar was very low and made him something to eat first, and whilst waiting for him, they even stripped the bed that he had wet and put it in the wash! They changed him and struggled to get him to the ambulance, all whilst keeping patient and positive for him! I can't thank or praise them enough. His arrival at the hospital saw him attended to immediately by nurses who were kind, attentive and very focused on his wellbeing. The consultant and junior doctor were equally focused trying to establish the issue. I was even provided with 2 brews as they pumped him full of fluids and antibiotics. The care and attention provided by the most senior staff down to the most junior was excellent - this may have been because it was reasonably quiet when we first arrived before 8am but as it got busier and busier, their demeanour remained the same, albeit they moved much quicker! They were excellent - thank you. He was then transferred to the Acute Medical Unit in which all the nursing staff provided friendly and caring attention at all times. He felt very looked after as he battled infection for 24 hours and I finally relaxed as he was in very good hands. He is now being transferred to another ward but I wanted to say thank you for the superb care he has had so far. You are all a credit to your profession! Thank you.

A & E, Acute medical Unit, excellent staff and care

Children's ward or Accident and Emergency

Posted by Toni last month

I have just got home after a 2 night stay on the children's ward with my son Connor. I can not thank the staff enough there for how well and quickly they dealt with him. All staff would smile as they walked past you even if they wasn't your nurse and probably was ready to go home after there long shifts. The play workers were fantastic they go well out their way to make sure every child is entertained even if your child can't get out of bed, they got out loads of different activities to entertain all ages and one lovely people even took the time to help me with techniques in getting my son to take he's inhaler. Once again can't thank the staff enough and as lovely as the all are I'm hoping not to see them anytime soon lol

Children's ward, excellent caring staff

Posted by Sarah price 11 months ago

Just took my daughter up to A&E children's dept, and I have to praise the triage nurse, put my daughter at ease laughed and joked with her, so it took her mind off the cut she had in between her fingers, then sorted everything out for her cut. A really nice person.

Children's A & E, excellent triage nurse

Victoria Unit

Posted by S 3 months ago

I visited the Victoria unit after a referral. The staff were amazing. From the beginning to the end of my appointment I was treated with great dignity and respect. The staff were so helpful and kind and professional. They were so understanding and did everything they could to elevate my anxiety. They are amazing and I can't thank them enough for my care. Thank you .

Victoria Unit, Excellent staff and care

Ward A2

Posted by Micmat (as the patient), 6 months ago

In Dec 2013 I was admitted for the 3rd time after a long illness. I had an undiagnosed side effect of my initial complaint, Osteomyelitis in the lower spine, which left me in agony and unable to move. I was eventually put under the care of Dr Shridharan. He is a truly amazing man who diagnosed my problem on Christmas Eve and had me transferred for urgent tests to another hospital the same day.

Once treatment was started I began to recover really quickly but after nearly 8 months of being bedridden, I was very weak. I was put on ward A2 and I loved being there, even though I was there all xmas and new year! All the staff were FIRST CLASS. Nothing was too much trouble. They helped and encouraged AND praised every little new movement. The work of physios Suzanne and Nina meant that I was able to not only walk from the hospital by the end of January 2014, but I even returned to my job as a primary school teacher in March 2014.

I still have follow session with Dr Shridharan and I truly believe that man saved my life as he has told me that the Osteomyelitis has left me with nerve damage which had it not been found when it was, would have lead to paralysis or worse! Best of all, when I come to my appointments I always pop in and say hello to the wonderful people of A2!

Osteomyelitis, A2, excellent staff and care

Ward F1

Posted by Dawn Murphy 5 days ago

I would like to say a big thank you to the member of staff who looked after me during my stay on F1 they were amazing, kind and the continuity of care and seeing the same friendly face really helped. Also a massive thank you to the anaesthetic nurse and the whole anaesthetic team for their kindness, patience, taking all my wishes into account, really listening to me and making me laugh. Thank you all. This was my third visit to Oldham and I can't fault any.

Ward F1, excellent staff and care

Posted by Janette 4 months ago

I was booked in at ROH on the 8/3/16 for hysterectomy, feeling a bit nervous , book in at reception for 10.00am but didn't get onto F1 till 12.20 , the ward was bright very clean and again whilst on the ward notice the cleaner were on top it , on the ward the staff was very helpful explain everything and I felt reassured, I was walked down to theatre by a lovely HCA nurse, went into the theatre room spoke to the anaesthetist who told me the procedure and the next thing I new I was back on the ward, all the staff were absolutely fantastic , these people work so hard and don't stop all day, nothing is to much for them . They all seam to work well together from the students to the sister , they are a credit to the NHS . Keep up the good work F1

Ward F1, excellent staff and care

Posted by michelle shields 8 months ago

a big thank you to all the staff on F1. I couldn't have made my stay any more comfortable.

Nothing was too much to ask for and always done with a smile. from the surgeons to the cleaning staff. thank you so much

F1, excellent staff and care

Posted by Helen Bell 10 months ago

I came to the hospital on 16 October 2015 to have some uterine polyps removed and was not looking forward to it at all.

ALL the staff on Ward F1 from the HCAs, nurses, Anaesthetists and consultants/doctors I came into contact with were all very good! - Every procedure was explained carefully and with minimum fuss and I was looked after very well!

This was probably one of my best experiences within the NHS and I would have no hesitation but to recommend it to friends and family.

Thank you to everybody involved!

F1, excellent staff and care

Posted by kerry 10 months ago

I visited to have a lletz procedure and although waiting in admissions for 3 hours as soon as I got to the ward the staff could not do enough.

I went for surgery and arriving back on f1 I was met by an amazing member of staff who was so happy and had all the other staff chatting away. you can tell this person really loves their job as do all the staff on the ward that I met.

I would like to thank the staff for making my stay comfortable and enjoyable and also the anaesthetic team member who visited me prior to having the surgery so I felt comfortable during the anaesthetic.

thanks f1

F1, excellent staff and care

Posted by Sue Pinder 12 months ago

Have just returned from F1 after having a polyp removed under general anaesthetic. The whole procedure was carried out by extremely caring staff. The surgeon came to explain what was involved and exactly what they were going to do. The surgeon's care and attention were exemplary, The anaesthetist then went through medical questions and the utmost care was taken to ensure my breathing was monitored and assisted as I have sleep apnea. On waking in the recovery room the Senior Anaesthetist with the anaesthetist I had seen before and two nurses were there to make sure I was ok. Their care could not have been better. All the staff on F1 were very kind and caring and I would recommend this department to anyone who has to have a gynaecological procedure. I must also mention the fabulous consultant at

Rochdale who carried out an initial hysteroscopy and biopsy. They were the kindest and most gentle doctor I have ever met.

F1, excellent staff and care

Ward F8

Posted by Brian Thomas 9 months ago

After attending the ROH for a treadmill test on Wednesday 11th November 2015, my ECG showed a massive anomaly, I did not know I had had a heart attack 6 weeks ago. After chest pains and prompt action from my GP, the cardio vascular unit saved my life. Their prompt diagnosis and action was mind blowing.

The professionalism shown by the doctor, and all personnel on ward F8 was heartfelt.

This additional note is from Brian's wife - Elaine - I cannot put into words what you have done for Brian this week. The past 4 days have been surreal.

He has explained everything to me and I can only second what Brian has said -you are all a true credit to your profession. Thank you all very much for saving my husband's life.

F8, excellent staff and care

Ward F11

Posted by Anonymous 9 months ago

My partner has been on and off Ward F11 since 16 September and the care and treatment from both his Consultant and all the staff has been second to none.

Nothing is too much trouble and updates on his condition/treatment plan is given freely when asked without any hesitation.

F11, excellent staff and care

Posted by Lois Best 9 months ago

I spent a couple of days on F11 last week and

I cannot praise the doctors and staff highly enough.

Every single person I met, from the specialists to the cleaners, was friendly and courteous.

I really appreciated their hard work and dedication.

F11, excellent staff and care

Ward G3

Posted by Anonymous 6 months ago

I would like to say thank you to the staff on the endoscopy unit g3 they were very kind and friendly and they made me feel at ease and the doctor who did the procedure was also friendly

G3, friendly staff

Posted by Alan 10 months ago

I have recently had two different procedures at ward G3 and I want to praise the staff and treatment I received on both occasions. Nurses and doctors were fully understanding of the circumstances and carried out their duties impeccably. Thank you.

N.Alan Milligan

G3, Excellent staff and care

Posted by Vanessa 6 months ago

Would like to say a massive thank you to all the staff on the endoscopy unit G3 at Oldham. I recently had to go in to have a procedure. I was scared as anyone would but the staff put me at ease and explain everything. Would definitely go back if I had to in the future.

Thank you

Unit G3, excellent staff

Ward T3

Posted by E A Chrimes 10 months ago

I have recently been an inpatient on ICU and Ward T3.

I had major vascular surgery carried out by a surgeon. The care I received from all the staff and my consultant was brilliant. I always felt confident in all their decisions and treatments.

They always involved myself and family in all the decisions

I was treated with dignity and respect. Thank you to everyone involved in my care. I am now home and recovering well.

T3, excellent staff and care

Posted by Helene 12 months ago

Following my recent stay on Ward T3, I have nothing but praise for the staff.

My consultant was very kind, even while being also very forthright when it was needed.

All the staff were very kind and helpful, especially when I wasn't allowed to walk for several days following my operation.

Despite the current fashion for complaining about hospital food, I have to say that I enjoyed my meals very much. I must especially commend the soups, freshly made daily and every one delicious. I gained the nickname of 'Two Soups' because I kept asking for refills!

The ward was kept very clean by a hard working cleaner who was like a little dynamo. Altogether, although I was naturally glad to be going home, there were quite a few people who I was sorry to say goodbye to because they were so nice.

Following discharge from the ward, I attended a multi-disciplinary clinic at the Diabetes centre, and finally the vascular clinic at the Lucy Pugh outpatients, both of which were also excellent.

In general, compared to previous visits in fairly recent years, the whole hospital now seems brighter, more colourful, cleaner and more people friendly. A & E, where I initially attended, has shown great improvement from my last visit with my Mum about ten years ago. Communication has also improved markedly, with most people introducing themselves and talking to me properly.

My one niggle is that there were not enough ward staff on during the night, and especially in the early morning. If you wake people at 6 AM to check blood pressure and blood sugar for the diabetics, it is then inevitable that most of them will want to go to the toilet or need a commode, and there were a lot of times when the staff struggled to cope. If there was a medical emergency during the night it meant that no-one else got any attention - not nice when you're desperate for the toilet. I don't blame the staff themselves, but I do feel that staffing levels could be improved.

Similarly with the staffing levels for ultrasound scans and angioplasties. The delays waiting for both things put back my discharge from the ward by several days, so I was occupying a bed for longer than necessary.

T3, excellent staff and care but understaffed

Ward T4

Posted by YD50 (as the patient), last month

I was admitted to T4 regarding an emergency surgical treatment. I have to say from coming in to going home was treated fantastically by ever single member of staff from bottom of line to the top. Nothing was too much trouble at any time. Anything I needed was there in a matter of instance. Every member of staff was approachable with a very kindly manner at all times, felt wanted any information on my condition all was explained clearly and professionally! I honestly couldn't praise these people highly enough. I was actually sad to be leaving, Ah, Ah.

The level of care after those staff were on three 12 hrs continuous shifts was outstanding, big smile on face when came to see you and a very pleasant bed side manner when you could tell they were tired. Well done T4, "Flying Colors.

Fully recovered now and thought I have to commend the staff

I would if at all possible if by some way this could be mentioned in some sort of way.

With kind regard

Ward T4, excellent staff and care

Ward T6

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

I've had an experience of ward T6, everybody from health care assistants, to anaesthetists, nurses and doctors, everybody was so lovely, I also forgot to mention, the lovely receptionist in the operating theatre, where because of not eating for over 24 hours, I got a bit emotional, and this lovely lady comforted me.

We hear so many many horror stories, about our once glorious NHS, that I would write a review of T6 ward. With all the pressure that they're all constantly under, they are all a credit to their profession. With all the negative press that the NHS gets, this ward, really was a breath of fresh air. Thank you so much for being so very kind and understanding.

T6, excellent staff and care

Ward T7

Posted by anne 10 months ago

I have just spent 2 nights on T 7 annexe having knee surgery. I cannot fault the whole experience. From the domestic staff to the surgeon, nurses & physios, they were all superb . The ward was very clean & well run. The food was very varied & good. Everyone was so kind & thoughtful.

Thank you.

T7, excellent care and staff

Negative comments

Accident and Emergency

Posted by Anonymous yesterday

I was not satisfied with the people that spoke to me. I went into A&E having been brought in by a friend after a suicide attempt and i ended up leaving the hospital feeling worse. I was spoken to like a child and with no respect what so ever.

A & E, no respect, poor communication.

Posted by Anonymous 3 weeks ago

Attended A&E department early morning on 24th July 2016 with acute onset pain and swelling of foot. Department extremely understaffed - Just one doctor seeing patients and two nursing staff at the station. Left in excruciating pain, no staff at hand to administer painkillers. Waiting time 7 hours to be seen by the doctor. As a doctor myself, I felt the triage nurse struggled to ask the right questions regarding my symptoms or appreciate its potential severity, instead depended on me to advise them on what's going on. Extremely disappointed. Awful department.

A & E, 7 hour wait, lack of staff and poor staff, poor care

Posted by Anonymous 3 months ago

On the 14th of May 2016 I attended a Oldham A&E at 7:25 pm for a neck and back pain twister. First the receptionist did not seem very professional. I asked them about how to pay my car in a parking because I did not have a change but I did have a credit card and I did ring a number it was a call back after given all my car details. they said this look just go over to a shop and had a change while I was in pain. Afterward I was been waiting for more than 6 hours before I see a doctor around 12am then was asking me why I did not have a taken a pain killer. I was not even care I have to ask them to do my blood pressure by myself and the pressure was over 248 ' did not take it as it was ; at the end they did give me naproxen in their office without having anything to go with like crisp or biscuit and prescribe me a co-codamol for later at home; advise to that my GP will examine me later but will send a report to my GP but in that report from you did not notified pathology and treatment I've been given even the time I left the A&E was wrong instead then 1:30 am write 22:34. can you tell me why everything was dealt in that way? I really want a answer

Sincerely regard

Saigon Moundanga

A & E, refusal to help with car parking, long waiting time, poor care

Posted by Anonymous 4 months ago

I went to Royal Oldham Hospital A&E with my kid on the Saturday 19th of March 2016 at about 9 o'clock. Children section was full of patient. There was no room to sit. The nurse was rude, there was no notice to give information about the waiting times. The children waiting room was stuffy and stink. We waited 5 hours to see a doctor, at about 2 o'clock my sick kid exhausted and wanted to go home. My kid said dad, I want to die at home in my bed not here while waiting for a doctor. I told the nurse we want to go home, the nurse

threatened us to report to social service but I listened my kid and went home. I saw the doctors in the A&E they were working extra slow motions. I strongly believe they were deliberately keeping the patients waiting. A doctor working properly could have treated all the patients in the waiting room within an hour.

A & E, long waiting times, rude staff, deliberate slow working

Posted by Anonymous 5 months ago

My 3 year old son was taken here by ambulance to children's A and E. My God what an unpleasant experience. Absolutely no communication by staff. We were there 8 hours in total in an A and E cubical with no real outcome as no one really told us anything so I took my child home to get better. The waiting room is hot, dirty, small and grossly unpleasant. The staff are rude, busy and understaffed. The doctors, two of them did not know how to write a prescription due to the 'system changing' so it took an hour for that to happen. My 3 year old was not offered food or drink for the length we were there. Complete farce, steer clear.

A & E, rude staff, long wait, poor care, poor environment

Posted by CM1974 5 months ago

I accompanied my mum when she was brought into TROH last night. A&E was busy, as it was a Saturday evening, and we had a long wait (first in a corridor, then in the treatment room). Not long after being transferred into the treatment room, we were offered a drink but, despite a lengthy wait, no-one checked we were okay, or pointed us in the direction of the drinks machine in A&E reception (a closer machine would be a boon). Several nurses/HCAs did an ECG, and took blood pressure but, at no point, did anyone introduce themselves (though one nurse did smile at my mum), told us what the next step would be, or give an indication as to how long things would take. The doctor was very thorough but spoke to my mum in terms of 'atrial fibrillation' and 'PEs'. My mum is 73 and would have appreciated being spoken to about her 'irregular heartbeat' and 'blood clots on the lungs'. The doctor said they would 'try' and find someone to take her blood pressure again but, about 15 minutes later, I heard a nurse speaking to a HCA about it and they'd not been asked to do it. I appreciate that A&E is busy, and timings are subject to change, but there needs to be better communication between staff and their patients. It's a distressing enough time without being left out of the loop for 9 hours.

A & E, long wait, poor communication skills/lack of information

Posted by Anonymous 6 months ago

I attend A&E on an intermittent basis for an incurable long term condition.

Last Tuesday evening I waited 1.5 hours just to be triaged and told that I was priority.

2.5 hours for blood to be taken.

2 further hours to be seen by a Doctor, who did apologise and gave me sufficient time to recount my problem.

I was sent home with antibiotics- more than the course I had had explained-dangerous if I hadn't realised and no x-ray which is normal procedure for me.

I was asked to phone my GP to find out result of a sample to see if I had been given the correct antibiotic. When I phoned was told the Lab had rejected it for lack of D.O.B!

This was crucial! Why could someone in A&E not have been informed and looked up my records, for this important investigation.

I only have 1 kidney working efficiently & cannot afford to damage it. This is one of the reasons that I have, on many occasions, been told I have to go to A&E for treatment.

I am at a complete loss.

A & E, poor communication, dangerous prescribing

Posted by qazi 6 months ago

last week I took my child to attend an emergency at royal Oldham hospital ,i have had very bad experience ,first of all waiting time was very long as it wasn't the time which was on their board. We have been waited for an hours and not been called as my child had a very high temperature ,we been to doctors and asked them to look ,as other patient s are also waiting liked us ,hospital wasn't very clean .junior staff the nurse wasn't very professional and also main blunder was as doctor prescribed antibiotics for 7 days but in fact the medicine last for 5 days look at their services they play with the life of people very dissatisfied with service and urge not to recommend .

A & E, long wait, poor environment, unprofessional staff

Posted by StillInPain 8 months ago

Had a fall down my stairs, in severe pain with my back and neck, there were only 4 people in A&E when I walked in, 2 drunks, a lady with a sore leg a one bloke handcuffed to a police officer, was told a 5 and half hour wait to see a doctor, waited approx 35 mins just to be seen by a triage nurse, all the nurse did was ask me what happened, took my blood pressure and my heart rate, didn't even look or touch my back and neck, the nurse sent me back in the waiting room, no offer of painkillers whatsoever, then waited another hour, went to ask the nurse how far down the list I was, by this time 4 other people had come in, was told I'm right at the bottom of the list as emergencies had come in and I wasn't a priority....Forgive me if I'm wrong but I actually thought back and neck injuries would have took some sort of priority but obviously not to the staff at Royal Oldham A&E department, they are absolutely rubbish and in my opinion need re-training, they don't care and are obviously not too busy to stand

around chatting about what they are doing for Christmas and New Year, I actually ended up walking out of there. It wasn't the cleanest of places either.

A & E, poor staff and care, re-training

Posted by Anonymous 8 months ago

I visited my own doctors surgery with my 22mth old baby. She had an unmanageable fever and wasn't drinking and urinating. My doctor sent us straight to Oldhams children's observation unit. We then got seen by a nurse and was given some oral fluids and a urine pot to get a sample of my child's urine (if I could get her to have fluids I wouldn't of been there) we were then left for two hours without being seen again. During this time and seeing as nothing was happening with my child, it's was getting late and she was getting very tired we decided we would take her home and get her seen by our doctor again in a few hours when the surgery opened. We was then threatened with a report to social care for removing our daughter as they still hadn't found the cause of her high fever. We agreed for the doctor to see her, we were then confronted with a doctor and registrar whom were arguing at our daughter's bedside over who should be seeing her. We then got sent home with the exact same things we were doing at home, which hadn't worked at reducing her fever and still no known cause for her high fever and treatment for her dehydration. Our GP saw her the next morning and we are now under the care of the community nurses. I feel the only people committing child neglect was in fact the hospital, yes I appreciate that kids do need protecting, but seriously if I was neglecting my child I'm not going to take her to hospital am I. Oldham hospitals children services is the most incompetent unprofessional place I have ever been. I will be travelling to the next town next time my child needs hospital care

A & E, poor/abusive staff, long waits

General

Posted by Anonymous 2 days ago

I visited my partner in hospital and decided to go to the cafe.

I was disgusted to see a cleaner outside the window making less than a disconcerted effort to sweep up the absolute gross amount of smoking debris.

It is an absolute disgrace.

Poor cleanliness

Posted by darrell 4 months ago

Was told that am at risk of sudden cardiac arrest so I was sent for a CT scan on the 11th march. I have chased up the results and was unable to get the answers i needed, apparently

I now have to wait another week because someone is on holiday and no one can access their computer if i want so worried i would laugh so loud my head would fall off never mind I'm sure it would be easier if I would drop dead then i would not be an inconvenience to any one!!

Cardiology, poor communication

Posted by Tanya B 6 months ago

Had a 'missed miscarriage'

Medical management failed.

Sent for scan 3 days later.

Arranged D and C for 2 days later.

Told the night before operation that it was cancelled!!

Reasons why? Because they got the dates wrong!!!!

Disgrace!!

To be expected to carry a dead baby for nearly another week.

Head has been an absolute mess for nearly 2 weeks!!

Poor organisation and management!!

Missed miscarriage, cancellation of surgery, poor communication

Posted by blue76 (as the patient), 9 months ago

Got referred to Cherrywood clinic house by Healthy Minds who was failing me anyway. Then when I got there they asked me what I was doing there? Then they were happy to put me on tablets. I explained to them that I was having really bad mood swings which were I felt or knew were psychotic mood swings. They were happy to put me on tablets. But said in their report that I wasn't psychotic? Then referred me back to Healthy minds who sent me out a letter. Then on my return to Healthy minds was asked by a staff member who works there just what exactly do I want and what am I basically doing here. I had to leave the place ASAP. I will now be seeking alternative care. And hell yes I'm gona complain.

Poor diagnosis, poor staff

Posted by Wtf (as a relative), 10 months ago

An elderly dementia patient with bowel incontinence who is in hospital and unable to walk, was ignored by nursing staff when wanting to go to the toilet.

In the end her two granddaughters who haven't the experience to lift their grandmother and take her to the commode had to struggle to let her use the toilet facilities and then struggle to get her into bed. The nursing staff never batted an eyelid and just sat at the nurses station without a single thought for their patient. **Dementia, Inattentive staff**

Posted by Margg5 (as a relative), 10 months ago

This story is being uploaded by Healthwatch Oldham on behalf of someone who wishes to remain anonymous. Any communication received from this story will be communicated to the person who submitted the information.

My mother was an inpatient at Royal Oldham Hospital for 23 days in July-August 2015.

During that time I spent 7 hours each day on the ward feeding her and giving her drinks. This provided me with a chance to make a few observations. I have detailed these below:

1. One patient was well enough to be discharged one Friday, however, she was unable to go home until the Monday due to the fact that the I. V. Therapy Service (for antibiotics) did not operate in Rochdale. If she had lived in Oldham, she would have been able to go home. The lady was quite upset about this and it was also an example of bed blocking and costing the NHS unnecessary expense. I am unsure who runs the I. V. Therapy service, but could this be because Rochdale CCG have not commissioned this service, or another reason (e. g. not enough staff/cover provided by the provider?)

2. I witnessed porters and estates staff who used the toilets and did not wash their hands. Do Pennine Acute non-clinical staff such as estates staff receive training on the importance of this?

3. Equipment on wards - Special bibs were available on one ward for those patients who had difficulty eating. These were waterproof but also absorbent and caught food spills. Staff on another ward had never seen or heard of these before and were using waterproof nurses aprons which were plastic and meant food slipped from these aprons onto patients bedding and clothes.

4. Patient photography. - Patient conditions, e. g. pressure ulcers were photographed and placed on medical records. I don't think the reasons for this were adequately explained. I think something needs to be handed to patients to explain confidentiality etc.

5. I observed some patients who hardly ate or drank anything all day. Some Health Care Assistants were able to assist patients with their eating and drinking, but many staff went on their lunch and dinner breaks at the same time as patients, meaning wards were low on staff. It would appear that patients were left until they were sufficiently dehydrated to warrant placing them on a drip.

6. The bedside TV and telephone provisions were not clear and I witnessed a number of patients who were having difficulty with it. One person spent £10 in 20 minutes on the phone due to unclear instructions / unclear promotions. There is an '**' after the statement that calls and TV packages are FREE. Then at the bottom there is a statement that this may require a bundle purchase which isn't very clear. In general, the TV screens explaining the deals on offer are unclear, unfair and misleading.

Bed blocking, poor personal hygiene, patients left without food or drink,

Posted by Anonymous 10 months ago

The level of care you receive varies greatly from one department to another. Some staff and departments really do seem to care about your wellbeing and will go out of their way to try to help you and make you feel looked after and important.

I've been through many of the departments; the best one by far being the maternity/antenatal - the staff there are great. The worst one I found was ENT; long wait times and unhelpful staff. I didn't really feel like anybody gave a monkeys about me here I was just 'another referral', just a number.

It would depend on which department was in question as to whether I would recommend the hospital or not.

Inconsistencies between departments

Posted by Nicholas Askew 11 months ago

I have visited this hospital roughly a dozen times since the beginning of June. My partner has suffered from a persistent problem and each and every time has been treated with sheer disrespect. We have been told a multitude of different reasons, ranging from period pains to appendicitis. It is clear the doctors want nothing more than every day to be an easy day and will do whatever they can to minimise their workload including disregarding a patients wellbeing. I shall be filing official complaints but I suggest to everyone who reads this, as a resident of Oldham and being someone who is friends with various employees at the hospital, I know how it works despite the front so stay away.

Conflicting diagnosis,

Cancellations/waiting time

Posted by Anonymous 3 weeks ago

Waiting time was originally 3hours I had waited 3 hours however waiting time had then gone up to 4 hours which I had waited and then the waiting time had gone up to 6/7 hours again so I decided to self-discharge. I Cannot believe how silly the waiting time was as well as I had symptoms of a temperature yet no Aspirin was given for it, I had to ask myself, this is absolutely silly, it was my first time here and Last! The receptionist had an attitude too, I had also spoken to a nurse their attitude was awful too they did not care! Utter waste of time having staff that do not fulfil their job requirements! Something should be done about this, so unhappy with the service and hygiene I do not think id every book myself in here again! So Silly and unprofessional.

Very long waiting time, staff attitude, rudeness

7Posted by Margg5 (as a staff member posting for a patient/service user), 3 months ago

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

I went to see my local practice nurse at Chadderton Health Centre as I had a spot under my arm, when I got to the appointment I was told that I would need to see doctor.

On the Tuesday I saw the doctor who put me on a course of antibiotics. By the Friday the spot had increased to the size of a squash ball, as it was the Easter Bank Holiday my GP Practice wasn't open so I went to the walk in centre. The walk in centre sent me to surgery assessment clinic at Royal Oldham hospital where I was taken in and told that I needed surgery.

On the Saturday I was told I was on the surgical list and therefore nil by mouth, I sat all day with no food or drink and was told at 10pm that they had not had time to fit me in. One of the nurses managed to get me a sandwich and first drink of the day.

The same thing happened again on the Sunday and Monday.

I finally went to theatre on Tuesday lunch time by which time it had grown further in size and this has meant that I have been left with a considerable scar. The Procedure was completed and I was sent home the same day.

For the next four weeks I also had to visit District Nurses initially daily and then every other day at the Integrated Care Centre to have it drained and dressed.

I don't understand how this situation escalated into so many different services being called upon which wastes such valuable resources, finances and time as well as the inconvenience to myself. I feel that this could have been dealt with much more effectively on my first visit to the GP practice.

Repeated cancellations and waits.

Posted by Anonymous 5 months ago

My wife was left waiting 2 hours for a routine blood test after a very rude Receptionist placed her notes in the incorrect "waiting box". Despite clearly stating upon arrival she was there for blood tests, and then chasing up on the delay to the Receptionist on 2 separate occasions only to be fobbed off with a general "shouldn't be long now".

A very disorganised and rude reception staff member has resulted in my wife who works full time having to explain to her employer the reasons for such a delay for returning back to work when going for routine tests.

If the trust would contact me I will disclose the name of the staff member concerned.

Blood tests, long wait, rude staff

Posted by Mr Chadderton 8 months ago

The royal oldham hospital wrecked my life, They did a operation and messed it up big time, Now i have been left living with the consequences, The Worst hospital i have ever been too, Last 2 visits i was waiting over 3.5 hours just to be blagged and set home, A complete waste of my time, Left sat there in severe pain, Staff are useless, Complete joke of a hospital, Fairfield hospital in bury is a much better hospital,

Long waits, poor staff, poor care, Fairfield much better

Posted by Sean Gregory 9 months ago

My 1 year old son was sent to Oldham Hospital by the urgent care unit at Rochdale for breathing reason and tonsillitis, we arrived at Oldham Hospital at 10:45pm on Sunday 1st November 2015, we was told the O&A closed at 10pm and had to take a seat in the waiting room in the children's ward after around 3 hours a staff nurse came in to do my sons observations to which they weren't 100% aware why we had been sent, every question we asked we got a an answer in a very blunt and arrogant attitude and this was very uncomfortable for me and my partner as this nurse was telling us there was nothing wrong with my son they also questioned us on why we had left it so late to come to the hospital and questioned us on his medication what the GP had prescribed also commented that GP's don't always correctly diagnose conditions, this nurse made us feel very un comfy, after another hour we was seen by a student doctor who was very pleasant and told us are son had very inflamed tonsils and wanted the doctor to look at my son, my son was seen at 4:55am by the doctor who explained more things to us and we were happy with this, after spending 6 hours in a waiting room with my 1 year old son who had to sleep on a couch that was in the waiting room and had nothing to keep him occupied apart from 3 books, i think this is a disgrace he wasn't even offered anything to drink or eat this disgusting experience cost me and my partner time off work , fuel money , parking ticket and food for my son all for a doctor to take 5 minutes and tell us his symptoms. i do understand this time of the year is busy but for a child to spend all this time in a waiting room with little communication to what was going on is a disgusting matter and will no longer attend this hospital.

O & A, long waits, arrogant staff, poor waiting environment

Eventually, after two weeks in hospital I have my husband home, still in pain, still distressed. Admitted as emergency, but still 3 delays to his treatment in surgery. Each of those times he had been prepp'd and starved. We aren't concerned that they didn't get to him so much as the hours he was waiting with no-one giving him any information at all. Not even "there has been a delay"!

On the first occasion, after being Nil by mouth in preparation for surgery, they 'forgot' to put up a drip of fluids, added to the delay, he was left 15hrs with no fluids, bad for anyone, but he also has kidney failure, and this oversight could be life threatening in itself.

The surgical staff team, when he finally was treated, were professional and caring, however, he may have been allowed home too soon, this will become more evident I'm sure.

Long delays to treatment

Posted by Anonymous 10 months ago

Absolutely appalled that the NHS thinks that it is ok to leave a 96 year old lady left lying on the floor after falling, 999 are useless with a 4 hour wait for an ambulance.....thought this was an emergency service!

Eventually ambulance arrived 2 and a 1/2 hours after she fell. Then took an hour to take her down to the ambulance and once at hospital spent a further 2 hours waiting in a corridor.

You should be ashamed!

Falls, long wait for treatment.

Posted by Begum 10 months ago

Very rude receptionist.. I have come in with difficulties breathing! And been seen by the nurse and I have been put as priority and the waiting time stated 2 hours & still waiting looks like am here for another few hours with breathing difficulties whilst others patients don't look like they are suffering as much or dying coughing like myself I Definitely will be putting a complaint against this to the clinic manager

Rude receptionist, long waiting times

Posted by Mrs Gail Milburn 11 months ago

My appointment was at 8.45 I got to the hospital for 8.30 . On my appointment letter it stated that it could take upto 1-2 hours so that was ok as I was told about it , my name was called and I was put into a room where I was asked to undress and put a gown on 20 minutes later I was still sat in the room they had miss placed my notes so no one knew I was there buy the time I was seen two people had gone before me . At 10.55 I had everything done and was told my scan was ok just needed for the doctor to see me so it wouldn't be long so that was good as I was due in work for 2pm but no I was still sat waiting at 12.45 that's 4 hours later and 2 hours after my scan and when I went and asked about it I was made to feel that I was in the wrong and that I shouldn't of asked . I feel 4 hours is to long to be sat with out any one coming to say sorry for any delays

Long wait for treatment

Communication

Posted by Christine Davis 3 months ago

I observed a nurse lean in close to a patient that had had a very bad night.who's oxygen mask had slipped off- they said " I'm not spending all day putting this mask back on you, keep it on its not my job" . Later that morning the families priest visited and they were informed by the doctors that their mother was end of life.

Another patient asked if later could they..... (I didn't catch what was said) but same nurse said yes but you'll do it when I'm ready, not when you say !

The patient next to me had a restless night and whimpered and rolled all night. This nurse approached and told them they were getting out of bed. The patient had a low weak voice but appeared to not want to get out of bed. The curtains were drawn and the nurse said to the patient. Push your heels into the bed to sit-up , your getting out of this bed, if you don't push the next time you ring that buzzer for the toilet, I won't come if you don't push. I could here the patient whimpering. I asked if that was threat because it sounded threatening to me . The curtains were opened and the nurse ignored me and walked away.. This patient slipped down in the chair very quickly. Another member of staff in lilac tunic noticed as they walked onto the ward and came to support. They immediately realised this patient wasn't well this morning and was burning up. The staff in lilac put the patient back into bed and went to get a nurse to administer medicine to reduce temperature.

There was a patient who did a lot of shouting out. They were placed in a chair and wanted the toilet and was shouting out stating that if they didn't get help they would wee everywhere. A doctor and two junior doctors were on the ward and the doctor spoke kindly to this patient. The nurse approached and the doctor shared that this patient wasn't happy . The nurse stated they're always the same but they're not all there!!!! . The doctor appeared to roll their eyes as if they didn't expect any other response and said ok as they walked off

The ward was filled with elderly patients who slept most of the time and they may have had dementia/ memory issues but I was appalled by this statement. Made in the middle of the ward for all to hear.

I don't think this nurse was a bad person but I do feel they have a communication problem which could be addressed by training.

I had an issue with the toilet facilities. The door opened inwards and outwards so if a patient needed support. Everyone on the ward could see you sat on the toilet- not good.

The rest of all the staff teams were lovely especially one who supported me to shower after 12 days of washing with a bowl - bliss.

Please address my issues with this nurse as all of the above were done when there were no visitors on site. I hate them to speak to your or my , mother in this manner

Poor communication, abusive nurse?

Posted by Anonymous 10 months ago

So I found out at my 12 wk scan that my baby was measuring 7 1/2 wks! I was told I needed to go up Oldham GAU to discuss my options! I opted for medical management which involved taking some tablets! This happened on Thursday all was fine went home and told to ring back on Saturday with my ' vaginal bleeding status' I have been trying since 08:45 this morning to speak to someone and every time they told me to ring back the nurse is busy! I understand that nurse is busy but I've been told to ring up. My health is just as important as those on the ward and someone should return my call! I understand these things happen but it's still an upsetting time! 5 times I've tried calling and 5 times they've fobbed me off! Feeling very frustrated, annoyed and upset!

Unable to get through by phone when asked to call, poor communication process

Posted by Anonymous 10 months ago

Whilst in hospital if you have to be cared for by different medical teams you will need to keep a close watch on interdepartmental communication, different specialities do not speak to each other, you may find that you will be missed by one of the teams

Inter departmental communication

Posted by Bennytheball (as the patient), 13 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 Graham 12 months ago

I defy anyone to try getting in touch with any neurologists secretary - either at Oldham or Salford! The first one is away so they leave a message with another number you can try. You try that number and there's another message with yet another number to try. You try that number and there's another message with yet another number to try. You try that number and there's another message with yet another number to try. You try that number and there's another message with yet another number to try. This goes on a few more times until you finally get given the first number again!! This has gone on for 2 weeks! Does anyone still work there? Very frustrating indeed!

Poor communication, poor phone system

Children's A & E

Posted by Anonymous 3 days ago

We took our baby daughter in to Oldham A&E to be seen because she has been suffering from what seems to be seizures during her sleep for the past 3 months, and we are still waiting for a hospital appointment. After her having what looked like 4 seizures in the space of 5 days and after them becoming more prolonged we rang 111 who told us to get her to the hospital immediately. We were sent to the children's observation and assessment unit and shown a video of benign myoclonus by a doctor and asked if this was what she displayed, we said no it's much more violent than that and she is completely unresponsive during the episodes with a blank stare on her face but the doctor still insisted they were sure this was what was wrong with her.

As they said if they were seizures they would happen during the day too, and that because she is developing well they don't think they're seizures. But the doctor told us they would run tests on her to be on the safe side such as an ultrasound of her soft spot and to be sent for an EEG at north Manchester general hospital on an urgent basis as well as testing her blood. After several hours of waiting they came back with another doctor who said they wouldn't run the tests until they had seen a video of it happening and to come back in a month. This is after already waiting 6 weeks for an appointment at the hospital and receiving nothing, and speaking to our GP who is concerned about her safety and agrees it needs further investigation. After being in A&E for 5 hours we left with no explanation of what is wrong with her and a blood test which took the doctor 15 minutes and help from another person to carry out as they didn't know what equipment they needed. While we were there she was also offered food with milk in by a nurse when it clearly states she has a milk allergy in her notes. The morning after this we took her back to our GP who has now scheduled her for an appointment with a specialist (paediatric neurologist out of the area) and agreed it is not benign myoclonus and it is becoming increasingly dangerous to wait to have this investigated.

This is not the only time we have had a bad experience with A&E or the children's observation and assessment unit at this hospital. They need to stop treating all new parents as if they are just over reacting and are panicking over nothing, and it is wrong to rule a condition out completely without even testing for what it could be. We left that day with no answers at all and still just as worried as we were to begin with.

A&E / children's observation and assessment unit, long waiting times, poor communication skills, inattentive staff

Maternity

Posted by Anonymous 2 weeks ago

I was brought in on Monday night with OC and told that I could not under any circumstances leave the hospital as my bile salt levels in my blood were dangerously high (140 instead of less than 10). I was told I'd be induced straight away as there was already a risk due to my baby having macrosomia and me having gestational diabetes. It is now Thursday morning and I am still on the antenatal ward waiting to get to the labour ward to have my waters broken! Imminent a room with 4 other women, one of whom is in labour and has no privacy whatsoever. The staff are lovely but surely something needs to be done about the state of the labour ward and the fact that there are not enough beds or staff on there to serve the women who need their services. I wish I would have opted to go to North Manchester hospital now. I would never recommend this hospital to pregnant friends after this experience.

Labour ward, poor environment, no privacy,

Posted by A Mariam 10 months ago

The hospital was clearly stretched and understaffed. My negative experiences have unfortunately overshadowed the many positive moments at the hospital and the hard work of some staff with good intentions.

Having been induced I quickly went into labour. After I moved into the delivery ward a relatively positive experience started to go wrong. The first midwife who had been friendly scolded me because in the pains of labour I had moved and accidentally torn the drip out of my hand, resulting in quite a lot of blood. She told me very abruptly 'I told you not to move!' It was the start of a very hot/cold experience. Other midwives clearly were excellent at their job and helped me feel at ease.

It became clear that something was wrong and I had apparently contracted an infection (it seems I contracted this whilst in the hospital). I was told at 8am that my baby was going to be born at around 10am (having been induced at 4pm the previous day), but was then informed by the new midwife at handover that my dilation had been wrongly assessed. The doctors came to look at me and after much confusion and disagreement amongst the doctors they attempted a forcep delivery. This failed and my baby was born in an emergency c section. The actual c section experience was made as positive as possible by the doctors and nurses in surgery and I am grateful to them.

Unfortunately after birth things went really downhill. The midwives mostly had absolutely no time to give me any real help with breastfeeding. My baby had gone a considerable time

without milk and asking several times for help feeding I was advised at 11pm that my husband should get milk from Tesco. I was distraught that after having had no sleep my husband had to run around shopping. I came to the hospital with everything I had been told to and had no intention of bottle feeding. Had I been given proper help breastfeeding or been provided milk at least for the night it would have saved us more trauma. Furthermore, my husband could not get on to the ward to drop off the shopping. I gathered my blood drain and catheter in one hand and baby in other to seek help. I told a midwife that my husband could not get in and she snapped back 'well we are busy!' I clearly understand that but did not expect to be spoken to like that especially after the ordeal I had been through. I sobbed as I said goodnight to my husband and realised that I was in for a rough few days. I would have paid good money to escape from that post natal ward and would not wish it on anybody. It's a real shame because I did meet midwives who truly did care and want to help but could not because of time. The stress of the job had clearly hardened other midwives to the feelings of the new mothers. I did not feel that I mattered at all and I would go as far as saying that the postnatal ward did give me some form of postnatal depression.

Baby and I are now doing great but it took a long time to recover from my experiences at the hospital.

Maternity, inconsistent attitude of different staff, conflicting diagnosis, poor care

Posted by wendy 11 months ago

I gave birth on the 17th of August then was moved to the antenatal ward. Most of the staff were caring and professional. The only issue I had was when I couldn't urinate as it was too painful. The midwife on nights became annoyed about this and told me I had to urinate or have a catheter in. I explained I physically couldn't due to the pain. She seemed to take this as a personal insult and spoke to me like a naughty child. The Dr and another midwife came and put in a catheter then the next day I was given numbing gel and antibiotics. These helped and I was able to urinate. All of the other staff involved were understanding and treated me as an adult. I didn't see the original midwife again. My suggestion would be that the midwives try to remember women who have just given birth are often in pain and emotional - please consider this.

Maternity, one bad midwife

Poor staff and care

Posted by Anonymous 6 months ago

Some of the worst staff around my girlfriend has had abdominal swelling pain and a rash for weeks everyone gave her antibiotics even when a scan showed a cyst that had ruptured and was leaking fluids. this time ane realised it was serious n made her get into a wheelchair and have X rays ext when she went to surgical ward they did not check any of the results and told her she had a water infection even though her blood tests and urine tests showed no infections what so ever then packed her off home with antibiotics yet again these staff seriously need evaluating they are messing with people's lives here

Poor staff and care

Posted by Ned 10 months ago

The desk clerk is a disgrace their whole body language and miserable face tells everyone who cares about this hospital that they should not be working in an hospital.

I stood by and watched as they ignored visitors, was rude on the phone and had a face like thunder.

Unacceptable and they should be found a position that does not involve working with other people.

Rude desk staff

Posted by darrellhorn5 13 months ago

just been to A and E will upper and lower back pains, when I was seen the doctor came into the cubicle, where I was leaning against the bed trying to support my back, and asked me what was wrong. I then started to explain my concern to which the doctor then asked me if I had been to see my GP I said no as I though it was more important to see a doctor at A and E where they have more equipment to examine me, they then asked me if I had taken any pain killers to which I said no because of all the other tablets I take for my heart condition. I was then asked what I wanted them to do to which I replied help my pain, I was the asked what I wanted them to do. I took offence to this type of attitude as I was in considerable pain so lam doing as I am told and going to see my GP who will the get an appointment to see a back specialist which im sure will be in two or three months time during which I will carry on taking pain killers with all my heart tablets and hope there will be no reaction so I will be around to see the specialist.

Poor staff attitude

Posted by Margg5 (as a staff member posting for a patient/service user), 13 months ago

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

My father has recently been diagnosed with Dementia and after several instances of him hurting himself being considered a danger to himself, he was admitted to Cedars ward at Royal Oldham Hospital in October 2014.

I had initial issues with communication as I was unable to find out which ward my father was on for a couple of days I was only given the main hospital switchboard number, I eventually found out through constantly ringing the switchboard number which ward he was on.

I started visiting my dad every other day and initially was happy with the care my dad was receiving however over time and due to my father being under observation with regards to deputy ship order (which both myself and the council were going for) they started preventing him from being able to talk privately with me with he was finding this very frustrating.

On one occasion during his stay in hospital and whilst I was present, my dad lost his balance, he went to sit down but ended up falling back on bed and saying to me he had lost his vision I called for help and held his hand to reassure him that it was ok.

The nurse came to check him and took his blood pressure and after a few minutes his vision came back. The following day I visited my dad and afterwards I went to see senior staff who had seen to my dad during his episode the following day and a manager, I wanted to discuss what had happened and gave my opinion that it could be epilepsy as it ran in family, I was upset because the senior staff member denied it had happened. I then asked for a list of medications which my father was taking, this took a couple of weeks for them to provide, and when they did give me medication list there was a drug on there which is used for dementia and epilepsy so I feel that the hospital did have an awareness that my father could have epilepsy however denied he had had a fit.

My father was in Cedars ward till end of May as we needed to find an appropriate care home for him. When I visited him in the evening, on a couple of occasions hospital staff said dad was being aggressive, I tried to explain that my dad had been a performer when he was younger and that he wasn't aggressive he was being expressive. On the occasions when they classed him as displaying aggressive behaviour, they would hold him down and administer by injection a drug to calm him down.

When present I would always try and calm him down to stop it would not lead to him being held down and injected as he found it very distressing. Each time he had the injection for a couple of days after he could hardly speak, walk or keep his eyes open. On one occasion whilst he was in this state I came to visit it to find he had tomato soup all over his shoes. I was annoyed about this as whoever had helped him with his lunch had obviously not shown patience or care and had left the soup on his shoes, yet I feel there were enough staff on the ward.

On another occasion I was sat with my dad who seemed very worked up, saying they kept pressing him and doing tests on him, I explained they were doing capacity tests on him regarding the deputyship order as as I wanted to be honest with him. My dad just wanted to have a private conversation with me but the hospital staff wouldn't let him have any privacy which was upsetting him.

On my last visit to see my dad, my dad was talking to me with his door ajar, to try and give us some privacy. The Nurse then stormed in and pushed the door wide open smacking it against the wall, when she had gone my dad closed it to again leaving it a little open, the nurse came back and did the same thing, I lost my patience a little and said I have had enough of this and I shut the door myself. This time, the nurse opened the door and stood in door with her arms folded. I was feeling very annoyed at this and told them to go away and out of frustration called her a name.

At this point 3 security guards, 4 nurses and 3 doctors appeared but my father and I had already left the room as he still wanted to talk privately to me, and when they all approached us we were in the corridor. They surrounded us and my dad stood in front of me protectively. They tried to coax my dad over to them, and one nurse asked me to come to the office to speak to her, I said I would when everyone moved away as this was very intimidating and I felt bullied. My dad then got emotional held my face and told me to deal with this properly / go through right channels. 3 security guards then grabbed me and dragged me off to another room. I was allowed to leave the hospital under the condition that I made a statement the following day.

I am very upset about the treatment of my dad as highlighted during his stay and by the treatment I received as I was only acting in the best interest of my dad.

Dementia, inappropriate care, rude staff, poor communication skills,

Posted by Anonymous 13 months ago

I have a long-term catheter fitted and it kept falling out. the district nurses couldn't fit it as i was in serve pain. i ended up going to A&E at Oldham royal hospital 4 times. where they just shoved it back in and sent me home. the seconded time i went i was accused of pulling it out myself which i was disgusted at because i was in so much pain. they never offered me pain killers even when i asked before the catheter was inserted. the fourth time i went they put it back in they told me to go to north Manchester next time it does because they could fit a bigger balloon. i was annoyed because they could of told me this earlier but instead chose to accused and speak to me rudely. i had been to A&E early hours of the morning i was tired and in really bad pain. some of the nurses were absolutely lovely and i couldn't thank them enough but as for a few of the doctors and one nurse they need to be put on training on how

to speak to someone! Also promises for getting me an emergency appointment with urology wasn't kept it was north Manchester hospital that wrote to them and helped me get an appointment. Overall not a good experience and made me feel bad about being their in the first place

Catheter care, A & E, poor care, rude staff

Children's ward

Posted by Anonymous 4 months ago

Untrained and rude staff in Children ward. Took my 7 yrs old daughter at 4 pm. 4 x nurses and one Dr tried to put needle into her arm and not successful. could not find the correct vein and injured my daughter's hand on different places by experimenting to find the blood vein. then the staff not gave her first dose for next 5 hrs. leave her in agony and dealt with other patients. Do not provide any update upon asking whats happening.no one was there to take up the responsibility. Senior Dr issued an order to give dose and not follow up if the actions has been taken or not. 7 hrs to get her a bed for admission. Staff was not polite or sympathetic. most of the staff dont know what they were doing. Felt very uncomfortable. Finally they decided to change the method of giving a medicine to my daughter and that took the staff 5 hrs to find the alternative method. In whole time my daughter was suffering and in the agony. seems like look busy do nothing situation. never go there again.

Children's ward, poor staff, poor care, poor communication, long waiting times.

Ward F1

Posted by Joanne last week

From the wonderful toilet facilities to the expensive and deeply thought through reset each data exhibited in the walls of the hospital I commend you. However the realism of the everyday on F1 is beyond 'Faulty Towers'. I was admitted Saturday morning brought via ambulance to F1. It started with the person checking in new patients from triage without even meeting me diagnosing that I was fine to sit in a chair did several hours until a bed became free. Four hours earlier I was losing blood so badly taht my BP was at 60 and I told the nurse I feel like I'm going to die. However this person felt they had the medical knowledge to diagnose my care needs. After a very (quite astonishingly) lucid rant from me I was found a bed. The next 48 hours consisted of four different opinions to my huge loss of blood, lots of BP monitoring and endless supply of painkillers. (I wasn't in pain I was losing blood) .

Sometime around midday the same day a doctor prescribed something to stop the bleeding - this was taken Saturday through Sunday. Sunday at 8am I was measured for the 'stockings' to prevent I'm assuming DVT. The stockings never arrived. I couldn't walk anyway and my family has to take me to the loo in a Wheelchair - once in the loo I continued to lose around 2/3 tablespoon of clots each time. Sunday night they saw fit for me to go home and to return Tuesday for a scan.

Sunday night I lost about 8 tbsps. of clots, we rang the hospital ward. 'She'll be ok if it gets worse than that - bring her in'

Monday I spent the day completely delirious, Monday night I couldn't sleep because I could hear my own heartbeat loudly on my ears. Tuesday my friend took me for the scan, I don't remember the journey, I remember collapsing in the hospital corridor and when scanned or reminded clinging onto a nurse and saying 'I think I'm going to die'.

They lay me down and a doctor was called - 2 hours later the doctor ordered bloods - my HB was at 51 they admitted me and said I needed a. Blood transfusion (two pints) 6 hours later I'm lying on my bed with my friend beside me with excruciating headache and the blood arrives. I have one pint. It was as they were changing to my second pint that I realised I'm still losing a lot of blood - not as much but at least 1tblspn every hour, I also realised that hasn't given me any of the meds previously Prescribed to stop the bleeding!

Basic physics. - you pour liquid in - liquid comes out - volume consumed is lower than the outcome you intended!

I dragged myself the Drip stand and the blood to the very busy nurse station at 10.30pm to explain this basic methodology.

Suddenly well 20 minutes later the 'stop the bleeding meds arrive' (I've now lost a full day on this medication.

The next day yet another on call doctor explains the fibroid they found or rather they explained the ones they found in 2014. I'll continue this at PALS and the local newspaper.

Ward F1, poor diagnosis, inattentive staff, repeated long waiting times

Posted by Anonymous 4 months ago

I was referred to Oldham Hospital for surgery in June 2016. Had to wait for surgery till November. In November surgery was cancelled on the basis my blood results which turned out to be fine when my consultant from NMH repeated them. had to wait for another 2 months and this time, got admitted to ward F1 and all the process was done and ready for Theatre only to be told after waiting for ages that the surgery was cancelled and the booking, admission and the ward staff did not know anything. Finally had my surgery and whilst under anaesthetic and morphine I remember 2 people at different times telling me that there was

an accident whilst in surgery and they needed to take my blood for a test and would come back with the results and from 17/03/16 I still have not heard from them despite ringing them. I was discharged with out a sick note and when I rang to ask for it I was told to go and pick it up which I think is very insensitive for practitioner to say to a patient who has just had a major surgery and recommended to rest. On my care of communication notes it just states I have had the surgery with no details of what happened or what they found which I think id poor practice. a few days later I developed an infection and when I went to the walk-in centre they did not have the care notes and since no one explained to me after the surgery what they had done I did not know if it was key hole or open surgery as all I could feel below my tummy was like just 2 sport that seemed they had done. No after care information was given at all, in terms of what I can do and not do. I have rang the hospital for a detailed report of my surgery and what happened and till now I have not heard anything. On 20/3/2016 on this ward it was just chaos, 1 lady despite pressing the buzzer no one attended and she collapsed and fell on the floor and that when everyone was running and hours later another one collapsed coming from the toilet and no one saw her till the fellow patients called the staff. On this day understanding the nurse was busy but the HCA were busy having a go at patients and gossiping whist sat at the nurse station. The HCA were so discriminating in the way they offered help . Coming back to my results all I want to know is what procedure did they do because due to the size of the fibroids the consultant was not sure if they would d a sub or total hysterectomy and I have requested to know what they found which I have not been told. The care notes are so brief and does not tell me anything even the sister I saw after having an infection 3 days after discharge did mention the notes does not say anything and advised me to request more detailed notes which I have already requested only to be given the same notes that just states that they removed a large fibroid womb. Oldham Hospital all I want to know is what happened and what was the accident about so that if I need treatment I can get it. Not recommended hospital or should I say ward

Ward F1, surgery cancellations, poor care, disinterested staff, poor communication.

Mixed comments

Posted by Alison last month

I was admitted to ROH on 15 April 2016, after collapsing unexpectedly at home. Assessment showed that I'd suffered a massive pulmonary embolism. I was treated with the utmost respect at all times, and the care I received on the cardiology wards was second to none. Unfortunately the same cannot be said of the aftercare I've received.

After being discharged on 22 April, I've not heard a thing from the hospital despite assurances that follow ups would be arranged for 3 months, and 6 months post PE, and that I'd be referred to Haematology to try to get to the bottom of what caused my PE.

I've gone from being very close to losing my life one week, to being discharged with a few tablets and left to 'get on with' myself the following week.

Its a shame there isn't a consistent flow of care within the hospital.

Cardiology ward excellent care, follow up poor.

Posted by Anonymous 2 months ago

Over all I have received excellent care from Pennine NHS trust. However sometimes the small things can be the frustrating ones.

Yesterday I missed 2 consecutive calls from the Oldham Hospital. They rang I didn't pick up and they called back strait away again. I was at work. No phone message was left so I had no idea which department had called. When I called the number back I got an automated message saying that someone from the hospital had called and if it was important they would call back. I am assuming the fact they called means it was important and they have not called back!

I called the switchboard and explained what had happened, they were very polite but explained that there was no way of knowing who had called. Surely there would be no issue in saying which department had called and a return telephone number. Even if they call you, you still have to answer the security questions to make sure you are who you say you are. Instead I now have to wait and see if a letter comes that might shed light on the call.

Phone calls from hospital and no messages.

Posted by Anonymous 5 months ago

After hearing all the recent bad press before my planned c section I was terrified!

However theatre staff was amazing and very reassuring.

However when I got back to my single room after having my first baby, I felt very isolated and scared.

Didn't have staff visiting often I they was telling me how short staffed they was (not reassuring at all)

Also when I had to buzz so someone could pass me my crying newborn (as I didn't have use of my legs at this point due to spinal) or pain relief.

The midwife would come in within a few minutes and cancel my buzzer and tell me they'd be back in a few moments... I waited over 2 hours at one point! I was in tears as I was in so

much pain with no pain relief and a hungry newborn. In the end I learnt to adapt and had to grab my baby by her baby grow and heave her up... Not safe!

Seriously understaffed.

I am expecting my second baby and 100% would never consider returning to oldham hospital again. Scary..

C section theatre staff amazing, after care poor, long waits for attention

Posted by laundrygirl (as a relative), 5 months ago

I think parking is terrible at this hospital; , And most of the meters were broke so had to walk right up to the main entrance to get a ticket, Which I think is in itself a disgrace having to pay for parking whilst visiting sick relatives. The cost to watch TV is in my opinion, another absolute disgrace, And no wifi. In this day and age when you can communicate with people and no get a signal in the centre of Oldham is nuts.

The staff are fantastic though, and the nurses Doctors top.

I seen a man who got a parking ticket whilst visiting his mother and it made my blood boil. I think it's disgusting.

Parking and TV terrible but staff excellent

Posted by Anonymous 9 months ago

My surgeon referred me to get some tests done before I went in for my operation and sent me to Royal Oldham Hospital.

As I am not familiar with the area or the hospital I found it a bit tricky to navigate my way around. I walked up the main path for quite a while and found the entrance to A&E so decided to ask for directions.

As I walk in there are three staff members sat at the desks all talking to one another so I waited for them to finish their conversation only to be greeted with a dirty look and a "yes?". Feeling taken aback I decided to ignore their rudeness and kindly asked for directions to the building where I needed to go....I may as well have not bothered!

I got the rather useless and rude response of "If you come out of here and go right, there is a board...look on there!" Shocking and appalling attitude from someone dealing with members of the public, If they wants to carry on having a conversation without having to deal with the inconvenience of customer queries then she should quit!

Thanks to this uselessness and rudeness I was a bit bothered and annoyed at this point, In the end thanks to another member of staff I finally found where I needed to go. No thanks to the "pleasant" A&E receptionist!

But thankfully when I got to the haematology department the staff were an absolute delight! Couldn't have asked for better service. The nurse who did my bloods was very

complimentary, very bubbly and very friendly. We had a laugh and they genuinely made me feel relaxed and at ease even if they were using my arm as a pin cushion *Joking*.

But all jokes aside, I would 10000% recommend the haematology department at Royal Oldham Hospital as they were all an absolute delight.

I would definitely look at re-evaluating who you have at your A&E reception desk representing your hospital. If they speak to everyone like that then you will have no happy patients and plenty of complaints. I know people have bad days but that is no excuse for rudeness....especially in an area where people need to see a friendly face.

So overall a terrible beginning thanks to that person, but a delightful ending thanks to all the staff at the haematology department!

A & E, rude staff, haematology staff excellent and caring

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 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 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 where 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

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.

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 Gynaecology 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 as 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

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 mistakenthe doctor send me to home without medicine.....

After i found out it was sinusitis infection after tooth extractionand 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 testjust 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 22nd 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.

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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

Patient Stories - Fairfield General Hospital

Positive comments

Staff and care

Posted by Carol Daniels 2 days ago

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

Good staff and care

Posted by Karon Young 5 days ago

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

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

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

Excellent staff and care

Posted by Anonymous last week

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

Excellent care

Posted by Anonymous last week

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

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

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

Excellent staff

Posted by Shaun Vernon last week

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

Excellent staff and care

Posted by Claire Slater last week

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

Excellent staff and care

Posted by Anonymous 3 weeks ago

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

Excellent staff and care

Posted by Anonymous 3 weeks ago

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

Excellent staff and care

posted by Ken Taylor last month

A very thorough and efficient service.

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

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

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

Full marks on ever count

Excellent staff and care, X Ray and Physio

Posted by Richard Frost 2 months ago

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

Good staff and care

Posted by Mr William Goldthorp 2 months ago

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

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

Excellent staff and care

Posted by Jill Hatcliffe 3 months ago

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

Good staff and care

Posted by Martin Rubenstein 4 months ago

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

Outstanding service, far exceeded my expectations.

Excellent service

Posted by Anonymous 9 months ago

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

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

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

Excellent staff and care

Posted by lynn salter 11 months ago

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

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

Excellent

Excellent service

Posted by Anonymous 11 months ago

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

Excellent service

Posted by Anonymous 4 months ago

My treatment from the doctor and staff has been excellent.

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

Also follow up and excellent monitoring is second to none.

Excellent staff and care

Posted by Claire 4 months ago

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

Excellent staff and care

Posted by Jane Dean 7 months ago

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

Excellent staff and care

Posted by Michael Ashton 10 months ago

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

Eye clinic, excellent staff and care

Posted by Anonymous 10 months ago

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

I am 78 years old male.

Excellent staff and care

Posted by Chava Pearl 10 months ago

The service was on time, professional and comprehensive.

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

Excellent service

Posted by Brian. 11 months ago

In a few words,

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

The Doctor was first class as were their staff.

Excellent staff and care

Posted by Jesse Riley 12 months ago

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

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

My only problem now is waiting for the procedure.

Eye care, excellent staff and care

Posted by Anonymous 12 months ago

Very good service, very helpful staff!

Excellent staff and care

Posted by les t 13 months ago

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

Excellent care

Posted by Anonymous 13 months ago

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

Excellent staff and care

posted by Anonymous 14 months ago

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

Excellent staff

Posted by Mrs S 16 months ago

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

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

Excellent care

Posted by Anonymous about a year and a half ago

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

Excellent staff

Posted by Anonymous about a year and a half ago

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

Audiology, excellent staff and care

Posted by Gary Howard about a year and a half ago

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

Excellent staff and care

Posted by Anonymous nearly 2 years ago

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

Excellent staff and care

Posted by Anonymous nearly 2 years ago

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

Excellent service

Posted by Anonymous nearly 2 years ago

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

Excellent staff and care

Posted by Anonymous nearly 2 years ago

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

Excellent staff and care

Posted by patricia mcenerney nearly 2 years ago

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

Excellent consultant

Posted by stephlaw nearly 2 years ago

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

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

Compassionate Care

Posted by Olivia Short nearly 2 years ago

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

Excellent consultant

Posted by lynne nearly 2 years ago

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

Good consultant

Posted by Michelle A Poxton nearly 2 years ago

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

Excellent staff and care

Posted by Michelle A Poxton nearly 2 years ago

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

Excellent staff and care

Posted by Anonymous nearly 2 years ago

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

Excellent staff and care

Posted by Anonymous nearly 2 years ago

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

Excellent staff and care

Posted by janeyg nearly 2 years ago

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

Good staff

Posted by Barbara Whelan nearly 2 years ago

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

Excellent hospital

Colonoscopy / Gastroscopy / Endoscopy

Posted by Hazel last week

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

Virtual Colonoscopy, Excellent staff and care

Posted by Anonymous 7 months ago

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

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

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

Gastroscopy, excellent staff and care

Posted by diane diggle 11 months ago

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

Colonoscopy, excellent staff and care

Posted by glenys 14 months ago

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

Endoscopy, excellent staff and care

MSK

Posted by Wayne Entwistle 2 weeks ago

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

Professional

Posted by Stephen 3 months ago

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

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

MSK, excellent staff and care

Posted by Martyn Shewring 4 months ago

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

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

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

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

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

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

MSK, excellent staff and care

Posted by Mario Fretti 6 months ago

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

MSK, excellent staff and care

Posted by Anonymous 7 months ago

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

I was seen exactly as the appointment stated.

The service I was given was excellent quality.

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

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

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

MSK excellent staff and care

Posted by Stephen Fox 7 months ago

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

MSK, excellent care

Posted by Anonymous 10 months ago

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

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

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

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

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

Many thanks for your help.

MSK, excellent staff and care

Posted by Stephen J. Tinker 10 months ago

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

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

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

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

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

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

Thanks again,

Steve Tinker.

MSK, excellent staff and care

Posted by Anonymous nearly 2 years ago

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

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

MSK/general excellent staff

Orthopaedic

Posted by .. 2 weeks ago

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

Excellent staff and care

Posted by steve derbyshire 9 months ago

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

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

I cannot praise you all enough.

Knee replacement, excellent staff and care

Accident and Emergency

Posted by Mrs STW 2 weeks ago

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

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

Excellent staff and care

Posted by Anonymous nearly 2 years ago

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

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

A & E excellent staff and care

Posted by DJM28 3 weeks ago

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

Kindest Regards.

Mr R J Miller

Excellent staff and care, A & E, paramedic

Posted by Anonymous 5 months ago

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

A & E, Excellent staff and care

Posted by Derek Boardman 6 months ago

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

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

A & E Excellent staff and care

Posted by Anonymous 7 months ago

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

A & E, Excellent staff and care

Posted by Nick 8 months ago

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

A & E and Foulds suite, excellent staff and care

Posted by kate gibson 9 months ago

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

A credit to the NHS

A & E, excellent staff

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

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

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

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

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

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

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

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

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

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

Posted by Katijay 10 months ago

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

A & E Foulds suite, excellent staff and care

Posted by Peter Evans 11 months ago

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

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

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

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

Sincerely, Peter and Helen

A & E, excellent staff and care

Posted by Anonymous 12 months ago

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

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

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

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

Felt comfortable and reassured. Thank you Fairfield!

A & E, excellent staff and care

Posted by Anonymous 12 months ago

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

A & E, excellent staff and care

Posted by Anonymous 14 months ago

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

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

Posted by David Miles Watson 16 months ago

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

A & E, excellent staff and care

Posted by Matt 16 months ago

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

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

A & E excellent staff and care

Posted by Vanessa owens about a year and a half ago

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

A & E, excellent staff and care

Posted by Kara about a year and a half ago

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

A & E, excellent staff and care

Posted by Chris H. nearly 2 years ago

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

Posted by Anonymous nearly 2 years ago

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

A & E, ICU, excellent staff and care

Posted by Anonymous nearly 2 years ago

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

A & E excellent staff and care

Posted by Anonymous nearly 2 years ago

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

A & E, stroke care, excellent staff and care

Rheumatology

Posted by Shirley Downes last month

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

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

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

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

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

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

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

Rheumatology, excellent staff and care

Posted by Victor A Davies 14 months ago

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

Rheumatology, excellent staff and care

Wards

Posted by fiona hall last month

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

Ward B7, excellent staff and care

Posted by maria Albuquerque-Ne 3 months ago

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Ward 12, excellent staff and care,

Posted by Anonymous 3 months ago

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

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

Wards 7 & 20 Excellent staff and care

Posted by Peter Morland 6 months ago

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

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

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

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

Ward 6 Alzheimer's, excellent staff and care

Posted by James Maddison 7 months ago

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

Ward 1, excellent staff and care

Posted by Jackie Scott 7 months ago

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

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

Many Thanks.

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

Jackie Scott

Ward 11A, excellent staff

Posted by Anonymous 13 months ago

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

Ward 21, excellent staff and care

Posted by Tina Durkin 17 months ago

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

Ward 6/7, excellent staff and care

Posted by Ben about a year and a half ago

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

Ward 6, excellent staff and care

Posted by Calow family nearly 2 years ago

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

Ward 6, excellent staff and care

Posted by Anonymous nearly 2 years ago

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

Wards 7/21, excellent staff and care

Posted by Anonymous nearly 2 years ago

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

Ward 14, excellent staff and care

Posted by Louise Cooke. nearly 2 years ago

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

Ward 9/ physio, excellent staff and care

Posted by Anonymous nearly 2 years ago

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

Ward 5/11A, excellent staff and care

X Ray

Posted by Lorna 2 months ago

Today I visited Fairfield for a chest x-ray.

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

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

I felt in safe hands.

Good staff and care, X Ray

Posted by Anonymous 14 months ago

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

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

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

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

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

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

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

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

Radiology, excellent staff and care

Posted by Keeley Heaton 15 months ago

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

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

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

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

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

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

were all brilliant x

CT/X ray excellent staff and care

Posted by Ann Meanock 15 months ago

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

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

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

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

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

Radiology, excellent staff

Physio

Posted by Marjorie Morris 2 months ago

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

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

Thank you.

Excellent staff and care, Physio

Posted by janet rigby 10 months ago

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

Physio, excellent staff and care

Posted by Anonymous 14 months ago

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

Physio, excellent staff and care

Posted by Anonymous about a year and a half ago

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

Posted by Anonymous nearly 2 years ago

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

Physio, excellent care

Communication

Posted by Anonymous 4 months ago

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

Good communication

ENT

Posted by Linda 5 months ago

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

ENT Excellent staff and care

Posted by Lynda Gill 16 months ago

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

ENT excellent staff

Maternity

Posted by Kirsty P 11 months ago

I cannot rate the EPU at Fairfield highly enough.

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

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

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

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

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

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

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

Maternity, excellent staff and care

Outpatients

Posted by Henry Hogg 11 months ago

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

Outpatients, excellent staff and care

Paediatric

Posted by gillianlingard1970 nearly 2 years ago

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

children and adolescent services, excellent staff

Negative comments.

Communication

Posted by Anonymous last week

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

Poor communication

Posted by Matt nearly 2 years ago

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

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

Poor communication, poor appointment process

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

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

Absolutely fuming

Poor communication skills, lack of adequate information.

Posted by Anonymous 11 months ago

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

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

Consultant with poor communication skills.

Posted by Karen about a year and a half ago

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

Poor communication protocols

Poor care / staff

Posted by Anonymous last month

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

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

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

Poor care, poor communication skills, discrimination

Posted by Anonymous 2 months ago

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

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

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

The Dr is an embarrassment to the medical profession.

Poor care, poor communication skills

Posted by Anonymous 14 months ago

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

Poor care

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

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

Possible misdiagnosis

Posted by Anonymous 11 months ago

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

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

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

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

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

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

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

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

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

Poor diagnosis, poor communication skills, medication issues

Posted by Anonymous 14 months ago

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

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

Uncaring, unavailable staff

Posted by Anonymous 14 months ago

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

Ignorant clinician, lack of dignity

Posted by Anonymous 14 months ago

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

Poor service

Stroke Care

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

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

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

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

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

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

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

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

I want to know:

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

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

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

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

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

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

Accident and Emergency

Posted by Anonymous 5 months ago

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

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

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

A & E, poor care, poor/dangerous practice

Posted by Anonymous 8 months ago

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

I will not be recommending this department to anyone!

A & E, poor/disrespectful staff and care

Posted by Debbie H 10 months ago

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

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

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

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

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

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

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

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

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

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

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

A & E long wait, poor communication

Posted by Anonymous 12 months ago

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

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

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

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

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

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

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

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

Posted by Anonymous nearly 2 years ago

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

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

A & E, poor stroke care, rude staff

Waiting times

Posted by clive taylor 7 months ago

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

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

Dental unit, excessive wait fir older person.

Posted by Anonymous 9 months ago

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

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

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

However can not fault treatment staff & Dr very efficient

Long waiting times

Posted by Michele Parker 10 months ago

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

Long wait, inattentive staff

Posted by Anonymous 12 months ago

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

Long wait for discharge

Posted by Aggy 13 months ago

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

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

Long wait, lack of respect, poor outcome for patient

Posted by Anonymous 15 months ago

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

Long waiting time.

Posted by Anonymous nearly 2 years ago

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

Long waiting time

Posted by Marie S nearly 2 years ago

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

Repeated cancellations of appointment

Posted by trisha mcenerney nearly 2 years ago

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

Conflicting diagnosis, cancellations of treatment

Ward/unit

Posted by Victor Alan Davies 13 months ago

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

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

F5, rude staff, poor care, patient transport issues

Posted by David 14 months ago

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

Ward 7, rude bullying staff, poor care

Posted by Anonymous 17 months ago

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

Ward 12, rude staff poor care

Posted by Anonymous about a year and a half ago

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

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

Audiology, poor care and rude staff

Posted by Anonymous about a year and a half ago

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

Wards 12/14, rude unprofessional staff

Posted by edwardspatricia about a year and a half ago

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

Eye clinic, long waits and poor communication protocols

Posted by Anonymous nearly 2 years ago

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

Hope unit, poor mental health care

Maternity

Posted by Hannah Davies 14 months ago

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

Maternity, poor staff and care

Posted by Anonymous about a year and a half ago

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

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

Maternity, Poor staff and care, rude staff

General

Posted by AUNTYMAL nearly 2 years ago

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

Posted by Anonymous nearly 2 years ago

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

Restaurant hours

Posted by Christopher Shyne nearly 2 years ago

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

Poor site map

Mixed

Posted by Elys Kent 3 weeks ago

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

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

Posted by KarenHarris 7 months ago

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

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

Long wait and inattentive staff though good doctor

Posted by Anonymous nearly 2 years ago

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

Transfer of records