

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

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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 relived, 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 of 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