

The Royal Oldham Hospital - 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 of 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 we had to wait but I can't fault the staff they were all polite and I could see them 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 explained 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 card 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 therefor 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

