

Report to : **HEALTH AND WELLBEING BOARD**

Date : 12 November 2015

Reporting Officer: Councillor Lynn Travis – Executive Member (Health and Neighbourhoods)
Ben Gilchrist – Chief Executive, Healthwatch Tameside

Subject : **HEALTHWATCH ANNUAL INTELLIGENCE REPORT**

Report Summary : This is a summary of the aggregated data from 770 patient stories and survey responses received by Healthwatch Tameside during 2014. The purpose of this is to enable themes and patterns to be identified that are not always immediately obvious when ready a single storing in isolation. The report pulls together data from:

- Patient opinion;
- Healthwatch surveys;
- Patient stories we have been told but asked not to share on an individual basis;
- Informal comments collected by our Healthwatch Champions;
- Themes from NHS complaints where we have provided help for people to use the formal complaints system.

Recommendations : The Health and Wellbeing Board is asked to:

1. Recognise the report as part of the evidence base for the Joint Strategic Needs Assessment with a new version being sent to the Board annually;
2. Note and share the three main themes emerging from patients' comments especially where it may provide useful context and insight for future planning and commissioning decisions:
 - Appointments (GP and hospital);
 - Communication (explanations, information, listening, advice and correspondence);
 - Staff.
3. Support Healthwatch Tameside's intervention to work with commissioners and providers to identify and implement improvements in patient experience when the more detailed output from the follow-up data collection exercise around appointments, communication and staff is complete.

Links to the Health and Wellbeing Strategy : The Health and Wellbeing Strategy commits to working together to provide effective community engagement opportunities that help services better respond to need linked particularly to the delivery of the nine underpinning programmes. This report delivers on and further enables this commitment.

Policy Implications :

One of the main functions of the Health and Wellbeing Board is to promote active engagement with and listening to our communities as a key part of delivering large scale change for sustainable health improvement and achieving lasting reductions in health inequalities. This is linked to the rights to involvement in healthcare under the NHS Constitution. The findings in this report provide useful context and insight for future planning and commissioning decisions and alongside detailed output from the current follow-up data collection exercise should support work with commissioners and providers to identify and implement improvements in patient experience.

**Financial Implications:
(Authorised by the Section 151
Officer)**

There are no direct financial implications relating to this report.

**Legal Implications:
(Authorised by the Borough
Solicitor)**

Under the Health and Social Care Act 2012, Tameside MBC has a statutory duty to commission Healthwatch Tameside. Healthwatch works across a broad spectrum that ranges from local organisations and specialist partners to national bodies and government ministries and its aim is to work towards a society in which people's health and social care needs are heard, understood and met. Achieving this vision will mean that:

- People shape health and social care delivery;
- People influence the services they receive personally;
- People hold services to account.


Healthwatch use evidence based on real experiences to highlight national issues and trends and raise these at the highest levels.

Risk Management :

Failure for this report, and the detailed follow up work, to form part of the evidence base for the Joint Strategic Needs Assessment would weaken insight for future planning and commissioning decisions. Lack of commissioner and provider engagement with Healthwatch based on these report findings would hamper the identification and implementation of improvements in patient experience. This would weaken the Board's active engagement with and listening to our communities and the fulfilling of people's rights to involvement in healthcare. Healthwatch are active in updating partners around progress in use of local evidence and engagement and service improvement activity.

Access to Information :

The background papers relating to this report can be inspected by contacting Ben Gilchrist, Tameside Healthwatch by;

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A report on the data collected by Healthwatch Tameside during 2014

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Introduction

This report brings together all the data collected by Healthwatch Tameside during 2014. There are a number of sources of the data:

- **Patient Opinion** - there are different ways for people to tell their story (or report their experience) using Patient Opinion:
 - They can type it themselves via the Healthwatch Tameside website or directly onto the Patient Opinion/Care Opinion (referred to as Patient Opinion for the rest of this report) websites.
 - They can record comments on the NHS Choices website. These show on Patient Opinion, but without a criticality rating (see explanation below).
 - They can complete a paper form and send it to the Healthwatch Office.
 - They can speak to a member of staff or Healthwatch Champion, who will record the details.

When information is sent to the office, it is recorded on Patient Opinion using a staff account, so maintaining anonymity, if requested.

When Patient Opinion receive a story, it is looked at by a member of their team and moderated. The story is not usually changed, although anything which could be seen to be defamatory may be reworded. They also allocate a level of criticality to the story. This is not a level of criticism, but is based on the impact on an individual if something going wrong. This ranges from 0 (not critical) through to 5 (severely critical). It will then be published. A level 5 will result in the provider being contacted directly by Patient Opinion, instead of waiting for them to see the story online.

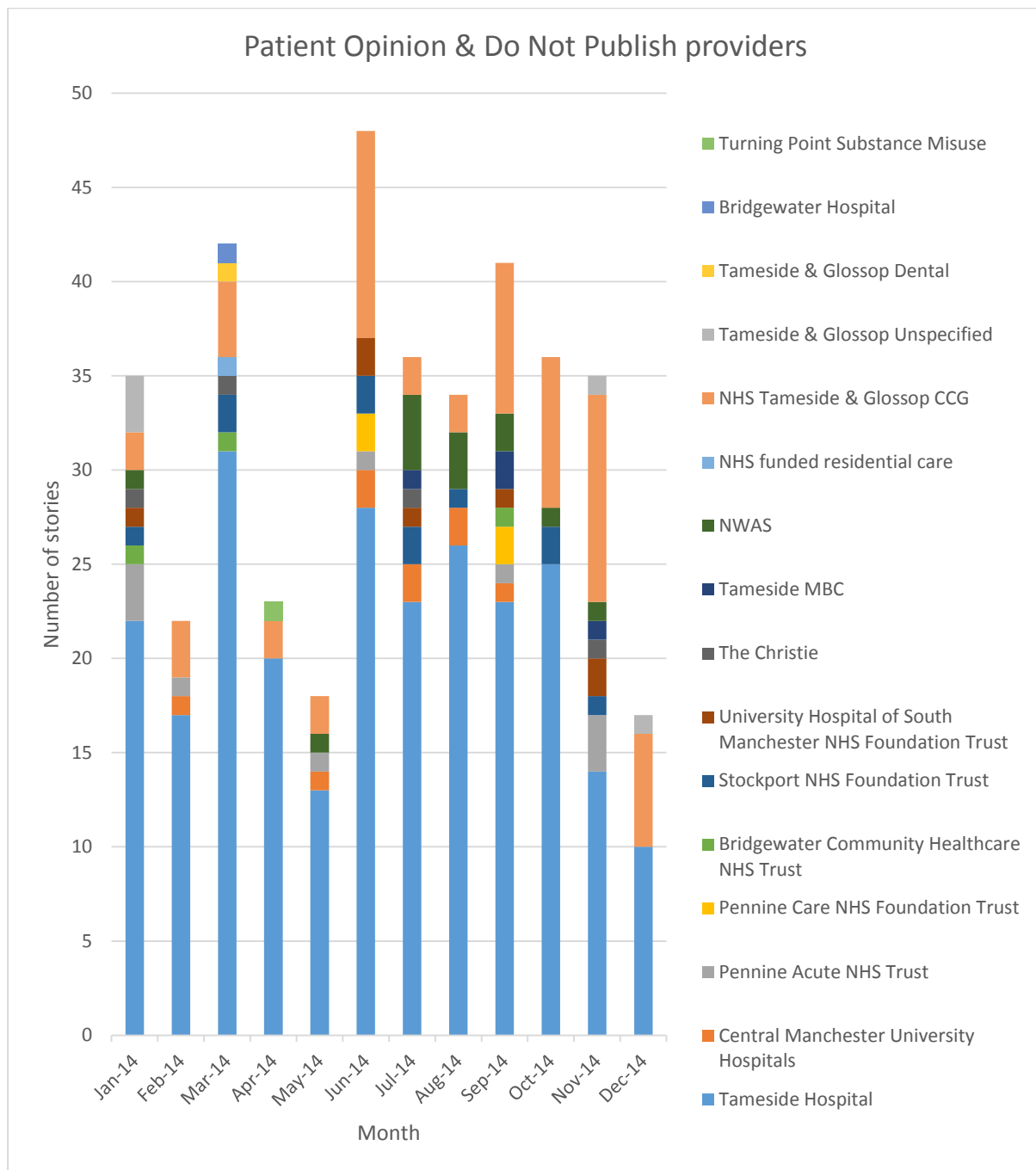
- **Do Not Publish** - sometimes people want their story to be heard, but do not want it publishing on Patient Opinion. We record this information on a spreadsheet, to be used when we analyse data.
- **Surveys** - Healthwatch Tameside have a survey form which asks questions about which services have been used by people in the past 12 months. It also asks which gave the best service and which the worst, along with what was particularly good and how they think the services can be improved. There are two ways to complete the survey:
 - Online via the Healthwatch Tameside website.
 - On a paper questionnaire. The details from the paper copies are then manually added to the online data.
- **Comments collected by Healthwatch Champions** - these will be a few words from a person, but not a full story.
- **NHS Complaints** - Healthwatch Tameside assist people to access the complaints system.

This report looks at the data, and provides some detailed information about the areas we have large numbers of stories. The total number of sources of data collected in 2014 is 770, split:

Patient Opinion - 262	Do Not Publish - 91	Surveys - 311
Comments - 30	Complaints - 76	

Within each of these sources there can be multiple stories/experiences, particularly the surveys. Of the 76 complaints which were live in 2014, a few of these related to experiences from previous years. These details have not been included in the analysis.

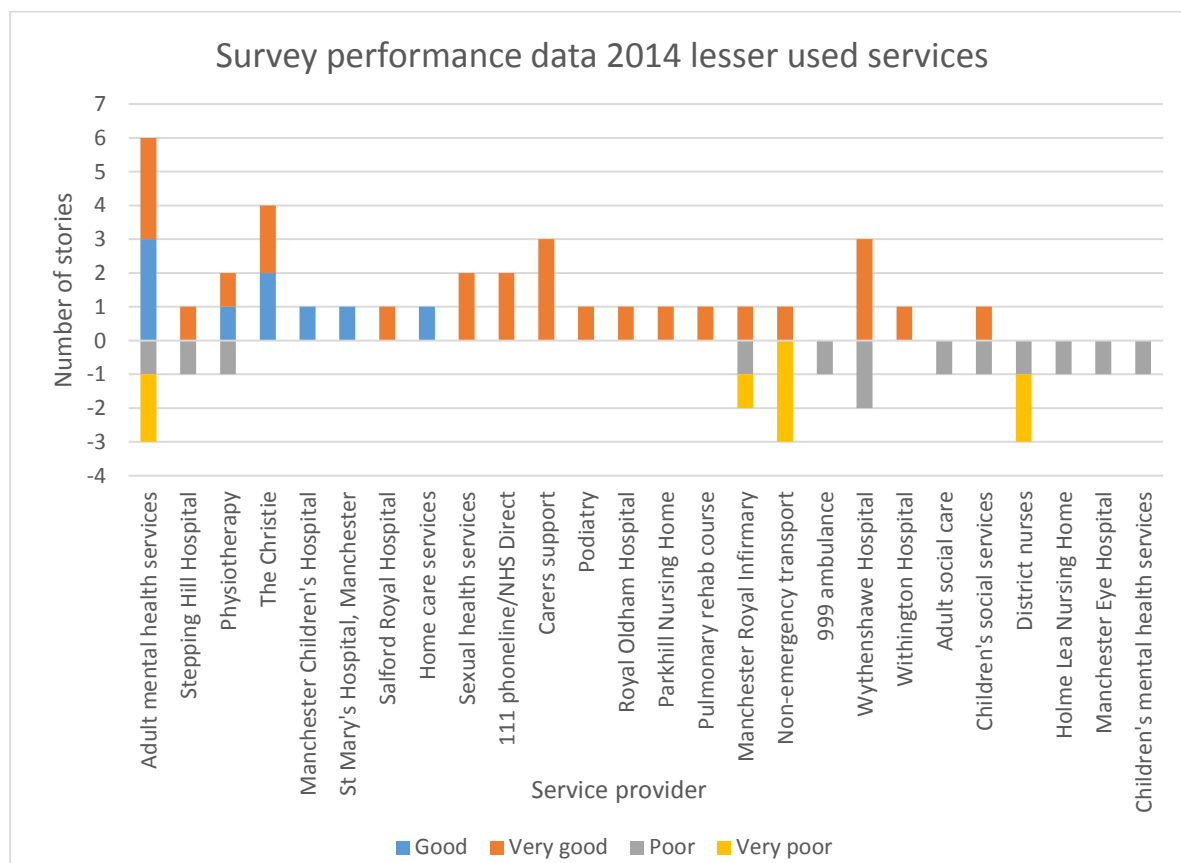
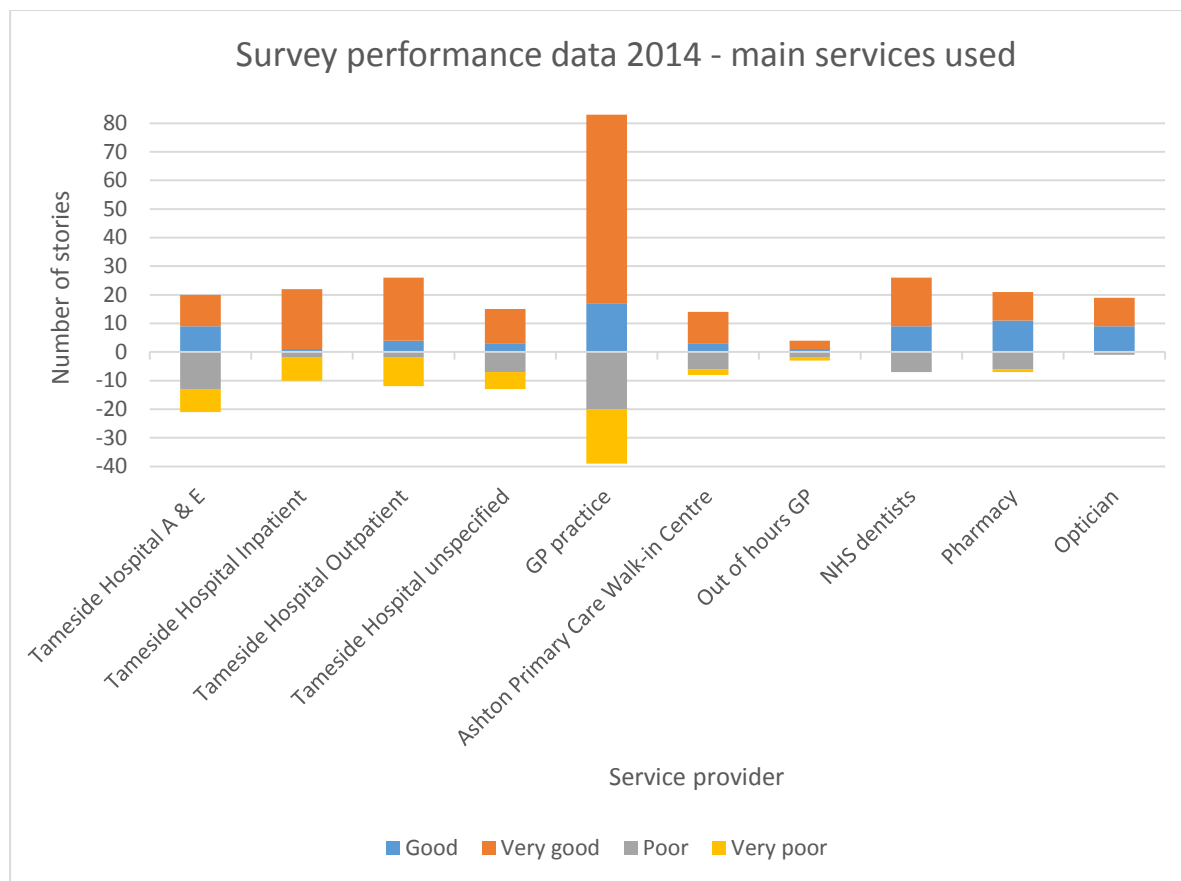
Providers used as identified in the stories on Patient Opinion and Do Not Publish.



Performance - the survey data we collected asked the respondent which services they had used in the last 12 months. Most people had used their GP, and many had used an optician, NHS dentist, pharmacy and hospital.

It is also noticeable that the people who are out in the community, chatting to the Healthwatch Champions, are not generally the people using Social Care services, Community Health services and Mental Health Services. This is an area Healthwatch Tameside are considering, when we plan our outreach for the future.

In the survey, we asked people to rate their best service and worst service - Very Good, Good, Poor or Very Poor.



Themes

Within the stories, there are common themes, with both positive and negative comments. The main themes are:-

- Appointments (GPs and hospital)
- Communication (explanations, information, listening, advice, and correspondence)
- Staff

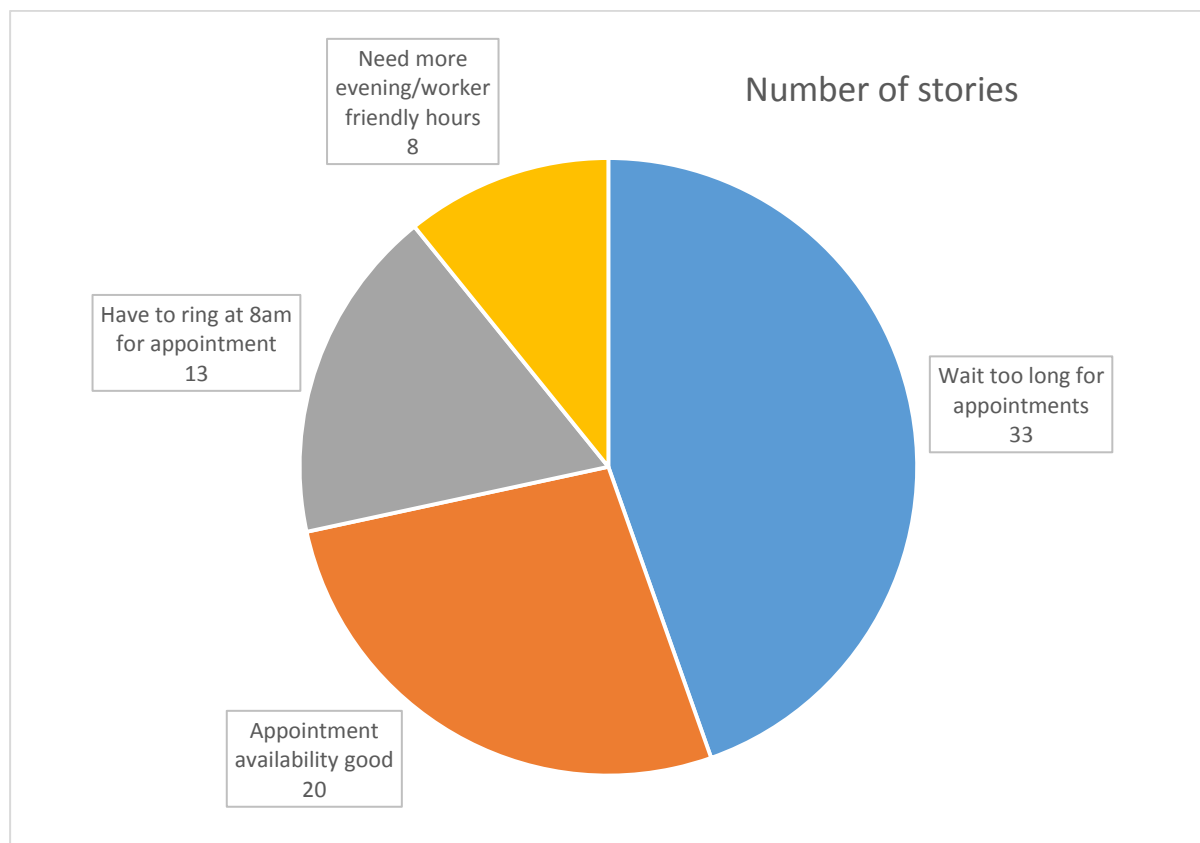
We are going to explore these in more detail in this report. There are summaries included in the body of the report, with more details in the appendices.

Appointments

GP Appointments

We collected 104 stories about GP appointments in 2014. Most of the stories have been collected in face-to-face conversations with a Healthwatch Champion, or from the survey.

There seem to be a number of different ways for patients to book a GP appointment, depending on which surgery they are registered with. It is difficult to be sure from the information collected so far whether this affects how people rate their satisfaction with the service provided, so we will be looking into this further.



Generally, once a patient gets to see a doctor, they are happy with the service provided.

Within the stories and comments, a number of suggestions have been made:-

- ‘Why can blood tests requested by a doctor during an appointment not be done while you are there, instead of having to make another appointment?’
- ‘Have a system whereby a patient can discuss more than one problem during an appointment, instead of having to book separate appointments, eg. longer appointment time on request.’
- ‘Be able to see the same doctor throughout a course of treatment, without having to wait weeks for an appointment to see that specific person.’
- ‘Try and keep to the appointment times as much as possible.’
- Patients want to be able to get appointments without explaining all their symptoms to receptionists, especially if they feel embarrassed.

Tameside Hospital appointments

Many of the comments are about waiting times for appointments or letters not arriving. However, there are also a number of positive comments about the appointment itself.

Looking at all these stories (72 in total), we can see:

	Number of stories
Appointment letter not sent or not received	10
Longer than expected wait for appointment	19 (not including delays caused in 10 stories above)
Cancelled appointments/operations	6
Appointment times not kept to	5
Referral not received/didn't happen	5
Patients happy with appointments	20

Other comments and suggestions included:-

- ‘Delays in diagnosis mean treatment is not started as early as it could be, which can have implications.’
- ‘Improve the flexibility of appointments.’
- The disabled parking was considered to be quite far from the dermatology outpatients department.
- ‘A reduction in the number of outpatient clinics has affected the length of time waiting for an appointment.’
- A few patients commented on the length of time they had to sit in the waiting room beyond their appointment time.

Communication

This theme includes explanations, information provided, listening, advice given and correspondence, as well as general conversation.

More details can be found in the appendices.

Looking at communication about diagnosis and treatment between staff and patients/relatives, the balance between positive and negative comments is fairly even.

	Number of stories relating to Tameside Hospital	Number of stories about other health and social care services
Patient/family happy	21	27
Patient/family not happy	31	24

Tameside Hospital

We collected 57 stories about the hospital, which mentioned communication. The negative comments can be split into a few areas, including:-

- Medical Assessment Unit (MAU)
 - Patient moved to ward at midnight but family not told
 - Poor communication with patients and relatives
- Discharge
 - Most comments relate to discharge from MAU
 - Ongoing health and care arrangements not always in place
 - Not enough information provided about condition
- Knee Operations
 - Lack of information about length of waiting time until procedure, making it difficult to arrange holidays
- Visually impaired Patients
 - When meals are provided, the patient does not always know they are there - they are left to go cold as they can't see them
 - Loss of independence if large fonts are not used on correspondence and medication. Yellow paper requested, but not provided.
- Communication between providers
 - Delays getting test results from Wythenshawe Hospital
 - Notes lost
 - Information not passed between GP and hospital and vice versa
- Patient notes
 - Doctors do not always read patient notes
 - Patient notes illegible
 - Notes from Care Home not always taken into account
- Failure to return calls
 - When patients leave a voicemail message, they do not always receive a call back.

Other services - these comments included:-

- ‘Need to listen to patients who are the best judge of what hurts.’
- One pharmacy sends text reminders when prescriptions are ready to be collected, which the patient thought was a good idea.
- District nurses - some positive comments. Also, there is sometimes a breakdown in communication between the hospital and the nurses - patients are expecting a visit, but do not get one.
- Doctors do not always read patient notes at Stepping Hill Hospital and Manchester Royal Infirmary.
- Go-to-Doc - Can be a long wait for call back. Doctors with poor English make communication difficult. Doctors need to listen to patient about allergies when prescribing medication.
- ‘Adult Social Care - difficulties getting phone calls returned.’
- Patient not told NHS dentist retiring or provided with information about new dentist.
- Dentist and optician who both speak Urdu refused to speak anything other than English, leaving daughter to translate for her mother.
- ‘Side effects of drugs prescribed to help with mental health issues should be explained to patients.’

Staff

We have collected 235 stories, where staff are mentioned. These come from all the different methods of data collection (except complaints) noted in the introduction to this report.

	Positive	Negative
GP surgeries	44	20
Tameside Hospital	172	54
Other hospitals	17	2
Walk-in Centre	0	3
Social care	4	3
999, NHS Direct and 111	4	1
NHS Dentists	5	4
Pharmacies	5	2
Opticians	6	0
Community care	4	2
Other	2	0

The total numbers exceed the number of stories, as some stories contained both positive and negative comments.

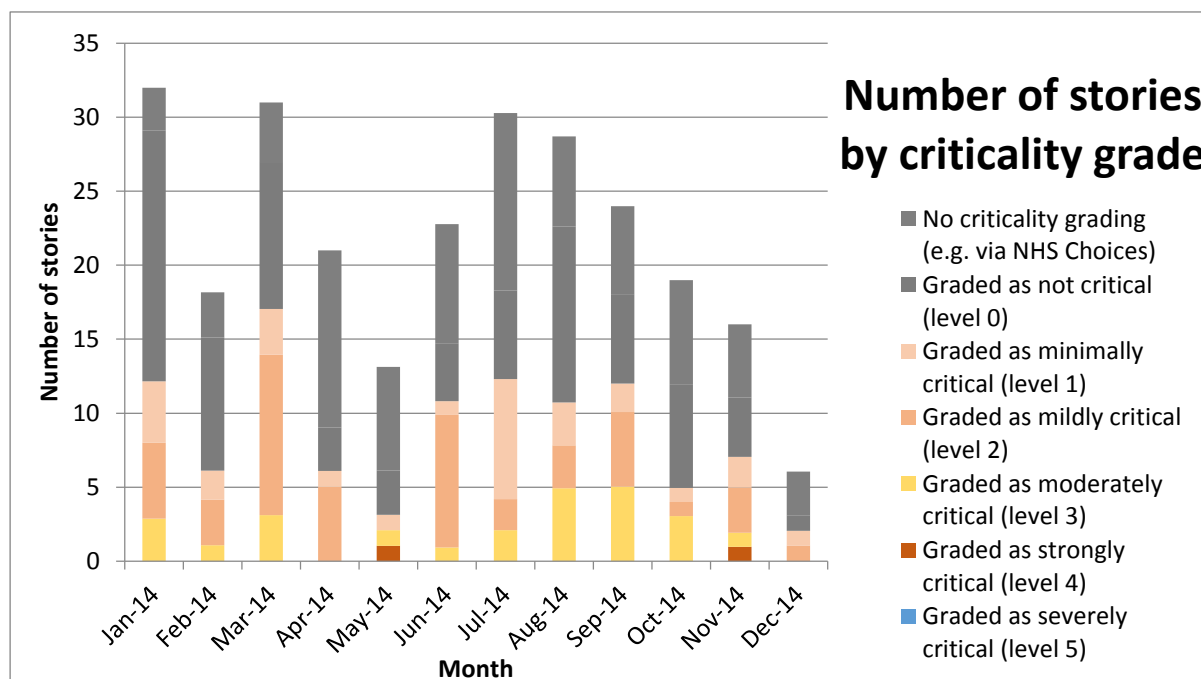
Some examples of the words used to describe staff are shown below. These were mainly used in a positive way, although not always, eg. ‘Staff should listen to the patient and show courtesy and kindness.’

	How often used		How often used
Kind	25	Nice	19
Understanding	17	Respect	18
Compassion	14	Support	25
Helpful	58	Attitude	11
Listen	15	Fantastic	23
Manner	11	Excellent	52
Polite	13	Dignity	15
Efficient	25	Calm	10
Friendly	49	Rude	18
Caring	42		

We have lifted the comments about staff out of the stories, and included them in the appendices, using the words used by the patient or family member. This summary is split up to show which comments relate to specific service providers (where known).

Patient Opinion Criticality 3 and over

Please refer to the introduction for information regarding the rating of criticality of stories by Patient Opinion.



There were 28 stories posted in 2014 which were rated criticality 3 or higher (10% of the total). There may have been others which were posted via NHS Choices which had a similar level of criticality, but which have not been rated, so are not included here.

Many of the stories posted on Patient Opinion are about Tameside Hospital. A number of these 28 stories also relate to Tameside Hospital, but not all.

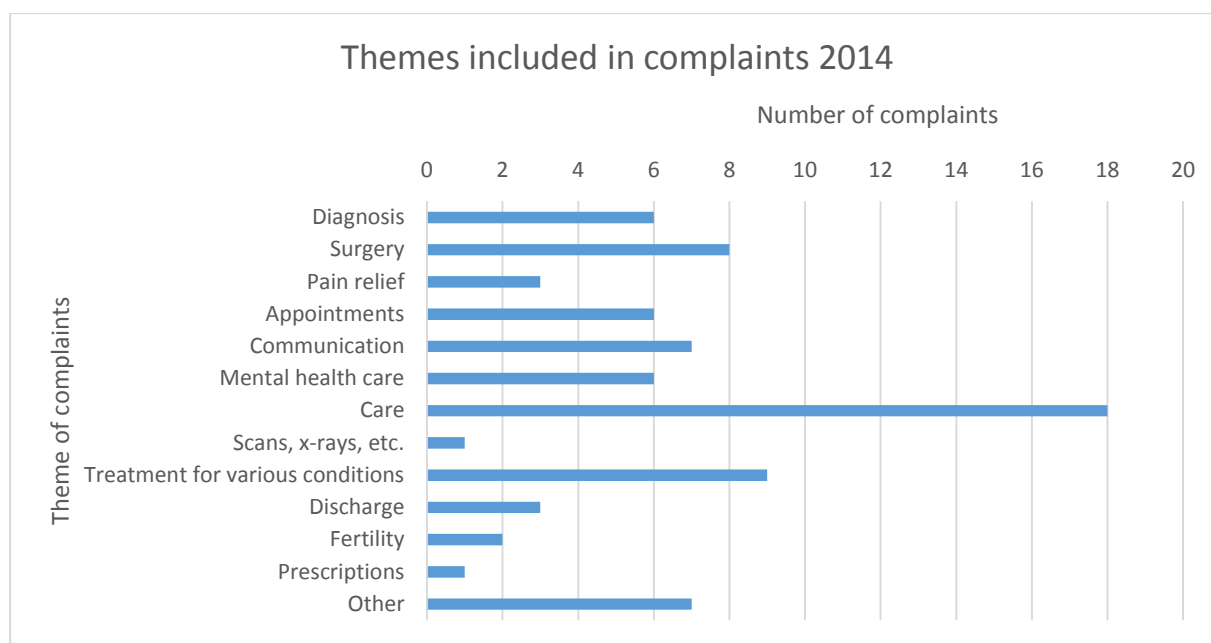
Here is a summary of the services included (some stories mention more than one service).

Full details of the stories and responses are included in the appendices.

Service	Number of stories
Tameside Hospital	
A & E - delays	1
A & E - no information provided	1
Appointments not received	2
Children's ward - referral not made	1
Elective Unit - care provided	1
Endoscopy unit - care provided	1
Fracture clinic - care provided	1
MAAU - care provided	1
Maternity - care provided	2
Orthopaedic - care provided	2
Patient needing psychiatric care admitted to medical ward, where the care received made their condition worse	2
Stroke treatment - care provided	2
Unspecified clinic - care provided	1
Unspecified ward - care provided	2
Ward 31 - care provided	3
Ward 46 - care provided	1
Other services	
Unspecified GP - delayed referral	1
District nurses - not attending when expected	3
999 ambulance - delays	2
Grange View - care provided	2
Dentist - care provided	1

Complaints

Healthwatch Tameside has been guiding people through the complaints process, where help is needed, since 1 April 2014. The types of complaints are varied, and, up to the end of 2014, included the themes shown in the following graph. A summary is included in the appendices, but no details, as these complaints could still be ongoing.



Next steps

Following discussion with the Healthwatch Tameside Board, they have directed us to undertake further investigation.

Healthwatch Tameside are collecting up-to-date information about experiences of visits to GP surgeries in Tameside and hospital visits in the last six months. The questions cover the three themes of appointments, communication and staff. The survey went live in early June 2015, and will continue for three months. It can be completed online, on a paper version, or by speaking to a staff member or Healthwatch Champion. Analysis will begin in September 2015, and the findings will be shared with providers.

Healthwatch Tameside arrange many visits to community groups and events, to provide an opportunity for people to tell us their experiences of health and social care provision. This outreach will include groups of people who may not otherwise come into contact with Healthwatch Tameside or a Champion. Many of these visits are at the request of the group. We will also be making direct contact with groups who may use the services highlighted by our survey, and where little data was provided to us in 2014.

Appendix 1

Appointments - comments (2014 stories/comments)

GP appointments (104 stories/comments)

Some surgeries have a system where people feel they are seen/spoken to by a doctor whenever they need it. There are a few with open surgeries at certain times and others have online booking, which allows booking up to 3 or 4 weeks in advance for non-emergency appointments.

Many surgeries ask for an early morning call (from 8am), then the phone will be engaged, and when you finally get through, appointments for that day have gone, and you have to try again the next day. Some of these surgeries seem to not allow for appointment booking in advance, even for follow-up appointments. One surgery insists on a phone call to get a follow-up appointment even when the patient has just seen the doctor who made the request and could make an appointment while they are there.

Healthwatch Champions generally see patients who are more elderly or not working. A few comments relate to difficulties in getting appointments outside working hours, especially if you are well enough to work but need to see a doctor. If you can only make same day appointments, it is difficult to request time off work without any notice.

	Number of stories
Wait too long for appointments	33
Appointment availability good	20
Have to ring at 8am for appointment	13
Need more evening/worker friendly hours	8

Generally, once a patient gets to see a doctor, they are happy with the service.

Within the stories and comments, a number of suggestions have been made:-

- Why can blood tests requested by a doctor during an appointment not be done while you are there, instead of having to make another appointment?
- Have a system whereby a patient can discuss more than one problem during an appointment, instead of having to book separate appointments, eg. longer appointment time on request.
- Be able to see the same doctor throughout a course of treatment, without having to wait weeks for an appointment to see that specific person.
- Try and keep to the appointment times as much as possible.
- Patients want to be able to get appointments without explaining all their symptoms to receptionists, especially if they feel embarrassed.

Go-to-Doc

Out of five stories/comments only one was happy. This involved a child being sent to the Primary Care Centre straight away, where treatment was provided without much of a wait.

One caller had to wait from late morning until 'night-time' to be called back. The doctor who called had very poor English, so communication was difficult.

Another person said it was hard to get to see a doctor, and another said they needed a home visit, but this was not available.

NHS dentists

Out of 11 stories/comments, three wanted better access to NHS dentists, and five felt the wait to get an appointment was too long. Two were able to get appointments quickly when needed.

One Urdu speaking dentist refused to speak anything but English, so the patient's daughter had to translate.

Primary Care Centre - Ashton-under-Lyne

We had eight stories/comments, of which five were pleased they could be seen by a doctor without needing to make an appointment. There can be a long waiting time to be seen.

One person had been transferred to the Centre for diabetic care, but had not been sent an appointment.

Tameside Hospital

Cancer (6 stories)

Breast cancer -

- Treated and now has 6 monthly appointments, with access to McMillan nurses.
- First appointment within a week, with results of the tests on the same day. Surgery arranged shortly after that.

Bowel cancer

- Appointment for endoscopy not sent out. Mis-communication caused delay of 6 weeks in diagnosis

Lumps

- Forehead - appointment letter not sent out, so missed appointment. The delay in treatment resulted in the need for plastic surgery, for which the consultant failed to refer the patient. Further delays.

- Finger - follow-up appointment not received. The consultant has sorted a date, but still no letter received confirming where to go.

Unspecified

- Waiting for test results, but didn't get the appointment letter so missed the appointment.

Out of the six stories, only the breast cancer patients received prompt treatment. The others all had problems with appointment letters not being received.

Orthopaedics (8 stories)

- Three of the stories are from people waiting for knee operations who have been waiting months without an appointment being sent, and are unable to find out what is happening. One transferred to Oldham Hospital after more than two years waiting.
- Another person did eventually get their knee replacement, after problems with appointments not being sent and the operation being cancelled. She is now 'knock-kneed', in more pain than before and unable to straighten the leg. At the follow-up appointment, she felt the consultant did not listen to her.
- One person had several visits to hospital and tests, but it was a year before a hip fracture was diagnosed. She had a hip replacement, but is still in great pain with reduced mobility. She has had a number of outpatient appointments, but still has no answers to why it took so long to discover the fracture, and why she is still in pain.
- Another person praised the outpatient hip specialist highly.
- A GP referred a patient to this department, and they had been trying to get an appointment for over a month at the time the story was told.
- The final story is from a patient who was referred for a surgical corset, following a lumbar fracture. The only size available was too small, which was uncomfortable. She tried to make another appointment, but was sent one when her daughter was on holiday. She has tried to ring to cancel, but is unable to get in touch.

ENT (3 stories)

All these stories are about difficulties getting appointments:

- Child - the appointment time was not kept to, notes were written up incorrectly and a follow-on referral was not received.
- Child - Ear clinic. Long term patient - mother has to chase for appointments. Should be three months, but wait six - apparently the number of clinics has reduced.
- Adult booked an appointment online, which was available within a month. This was then cancelled, and when they rang to re-book, had to wait for 13 weeks. The patient wanted to know if this was a ploy to meet targets?

Women's health (6 stories)

Only one person was unhappy. This related to delays in getting appointments and then delays getting results from Stepping Hill. Four months passed since pre-op started, and still not complete.

Other women praised the efficiency of appointments and the excellent care received.

A & E (2 stories)

Both stories were about delays and follow-up appointments:

- 4 hour wait breached, so person admitted to ward. They were seen at 4am and told to go home & ring back at 8am to see if a bed was available for surgery, and told not to eat. After ringing all day, they gave up and went to Manchester Royal Infirmary.
- The second story was about a young child with ongoing leg problems. The GP had said if a certain thing happened, to go straight to A & E. After triage, seeing the nurse and eventually insisting on seeing a doctor the doctor wouldn't listen and they were told to wait until their next appointment which was a few days later.

Gastroenterology (2 stories)

Both stories included long waits for appointments:

- A GP referred after a number of tests had been carried out from the surgery. After 13 weeks, and reminders from the GP, there was still no appointment.
- A Person was diagnosed with diverticulitis, but a follow-up appointment was not received. They rang and were told there was a four month waiting list.

Dermatology (3 stories)

- The first story is about a child admitted to the children's ward on a Friday with an infected skin condition. The doctor said nothing could be done over the weekend, and the family left with the promise of a referral on Monday. They tried to chase for an appointment, but the referral had not been made, even though it was on the discharge notice.
- The other two stories were from disabled people. One rang for directions within Hartshead building when they arrived for their appointment, but the person who answered the phone was unable to help. The other said the dermatology department is quite far from the disabled parking.

Maternity (1 story)

This person had a great first antenatal appointment.

Urology (2 stories)

Two opposite opinions given here - one patient praised highly the speed and efficiency of their appointment without any waiting time, while the other wants patients to be seen near the time of their appointments.

Cardiology (4 stories)

Two patients had no problems with appointments, one person had a number of appointments cancelled after they arrived and the last has to travel to various hospitals to be able to see the same consultant each time.

Dental (2 stories)

- The first patient had delays getting appointments.
- The second didn't receive a letter with the appointment date, just a text message the day before. Attended the appointment anyway, then problems during pre-op, which were traumatic and eventually they were transferred to another hospital for the operation at a later date.

Colorectal (3 stories)

All three patients had problems getting appointments:

- Delay getting urgent referral, then appointment cancelled
- Waiting for results of tests - appointment letter not sent. New appointment made but a two month anxious wait
- Bowel tests carried out. Follow-up appointment should have been four months later, but not sent. GP has no information and can't find anything out. Going private.

Hearing clinic (2 stories)

Both patients were happy with appointments.

Eye clinic (1 story)

Appointment times were not kept to - this patient says to allow +/- 2 hours

Neurology (1 story)

Waiting time for diagnosis of Parkinson's disease is 16 weeks. Patient said this is too long, when early prescribing of medication is essential. The GP resolved this and was able to get an earlier appointment.

Unspecified outpatients (18 stories)

Eight people were satisfied with their appointments.

GP referral

- Appointment letter did not arrive. Then received letters saying the appointment had been missed. There was a long wait to be seen.
- Urgent referral requested - two month wait in pain
- Urgent referral requested - three month wait whilst worrying there could be an internal bleed

General comments about appointments

- Details lost from the system, so had to start again.

- Need to improve the flexibility of appointments
- Better appointment system is needed.
- Appointment missed as there were no parking spaces available.
- Don't let consultants cancel long-standing appointments for holidays

One person asked why stitches have to be removed at hospital. Why can't appointments be sent for a local clinic?

Unspecified surgery (3 stories)

All three stories were unhappy about appointments:

- An appointment was given for early morning, but then the person had to wait 2 ½ hours before being taken into the waiting area.
- “Messed us about for 6 months”. Problems getting epidural.
- Waiting over 2 years for a gullet operation. Appointments have been cancelled and at the time of the story, the operation had still not happened.

Scans/radiology (3 stories)

Each of the people who told us their story had problems with scan procedures and appointments:

- After scan, uncertainty about whether further scans should be done as an emergency or with an appointment. Five months later he still doesn't know what is wrong.
- Problem with booking service for MRI scan.
- Delay getting results following Doppler test. Waited 10 weeks and still no appointment.

Looking at all these stories (72 in total) from Tameside Hospital, we can see:

	Number of stories
Appointment letter not sent or not received	10
Longer than expected wait for appointment	19 (not including delays caused in 10 stories above)
Cancelled appointments/operations	6
Appointment times not kept to	5
Referral not received/didn't happen	5
Patients happy with appointments	20

Manchester Royal Infirmary (1 story)

GP referred for urgent operation. Chased up, but said referral not received. It took nearly 3 months to get an appointment.

Manchester Eye Hospital (1 story)

Had an appointment and was told would have another in two weeks' time. Nothing arrived, and at time of story it had been over 13 weeks and still nothing heard. When letters do arrive, the font is too small.

Rochdale Hospital (1 story)

The Tameside resident was given an appointment at 8am which they can't get to on public transport. They rang to change it, but were sent back to the bottom of the 18 week waiting list. GP referred elsewhere.

Stepping Hill outpatient cardiology (1 story)

In six years of six-monthly appointments, didn't see same consultant twice and they didn't read the notes.

Patient Transport Services (1 story)

The patient said "They should keep appointments".

Opticians (1 story)

Leigh Mitchell of Hyde - appointment service is good. Should have more than one appointment per year.

Sexual health service (1 story)

Opening time is convenient for workers, and you get follow-up appointments.

Miscellaneous

Appointment letters for visually impaired people - ask for large print but doesn't usually happen. Print on drugs labels is too small. Yellow paper is better. Not getting these prevents independence.

Appendix 2

Communication Summary 2014

The majority of the stories are about Tameside Hospital. Where this is not the case, we have highlighted the provider of the service.

MAU (Medical Assessment Unit)

- Patient moved to ward at midnight, family didn't know
- Husband discharged with wrong medication, although a different doctor had arranged for him to go to a ward
- Assessments not completed as requested, food/drink problems, lack of care, despite daughter pointing things out. When daughter rings ward no-one can tell her anything about mother.
- Poor communication with patient and relatives, discharge procedure inefficient

Discharge

- Staff filling out forms for wrong patient and before care package at home arranged (ward 46 or 31).
- Discharged without being sent to get heart monitor (which required on permanent basis). Had to wait for appointment to outpatients (ward 31).
- Discharged from MAU even though more senior doctors had recommended moving to ward for tests. Sent home with wrong medication (sister apologised, but couldn't change what doctor decided).
- Tried to discharge from MAU before SALT assessment, eventually moved to ward.
- MAU - after several admissions, family state discharge procedure is inefficient.
- Discharged with no real explanation of what wrong. Discharge note passed to friend and told I could go. (unspecified ward)
- Discharged from MAU without endoscopy being done.

Knee operations

- Not told about infection until physio found it. Consultant didn't listen at follow-up. Left with unresolved problems.
- Waited over three months and heard nothing. Just want information to be able to plan a holiday. Calls not returned.
- Been waiting over two months with no communication. Can't get past voicemail. Trying to plan holiday.
- On waiting list for two years. Got date for operation, then it was cancelled. Three to four month wait for new appointment. Transferred to Oldham for treatment.

Visually impaired

- Meals provided on ward, but patient not always told they are there, so they are left to go cold, as they can't see them.
- Loss of independence when requests for large font and yellow paper ignored. Drugs are provided with tiny instructions.

Communication between providers

- Problem with communication between **The Christie** and Tameside Hospital. Notes lost, information not transferred, treatment details at The Christie not on notes at Tameside.
- Referral by TGH cardiology department to **Wythenshawe** for tests not sent. Patient chased up after four weeks. More information which was later supposed to be sent by post by Tameside was delayed. Weeks of waiting for tests to take place.
- Women's health - lady has been diagnosed with a fibroid. Back and forward between GP and TGH. Keeps being sent appointments and offered a coil, which she doesn't want, or put on the pill, but no treatment for the fibroid. Information not being passed between the GP and hospital.
- Lady went to A & E elsewhere and referred to Tameside Hospital for tests. Her notes couldn't be found. As a nurse she knew she needed the tests and had to beg for them.
- GP referred patient to Tameside Hospital for urgent review for possible heart surgery. The GP can't get the test results. They were sent by Tameside to **Wythenshawe** for a surgeon's opinion. Family need to know what's happening.
- Unspecified comment about communication between Tameside Hospital and GP.

Patient notes

- Illegible notes in ward records.
- Notes from care home said patient having trouble swallowing. MAU tried to discharge as medically fit, although no food/drink for 2 days and choking when daughter tried to give a drink.
- Notes on traumatic first pregnancy not read by doctors during second pregnancy.
- **Stepping Hill** - doctor didn't read notes, which showed previous heart attack and blood thinning medication.
- **Manchester Royal Infirmary** - doctors don't read notes and give conflicting advice.

Failure to return calls

- Knee replacement - rang secretary four times and no call back. Not knowing is affecting well-being of patient.

- Knee operation - contacted hospital, just got voicemail with pre-recorded message saying there were no appointments available. No communication.
- MRI scan - something missing in report. Tried to contact secretary over two days, left messages. Tried two other phone numbers. No-one able to take call and no call back.
- **Go-to-Doc** - contacted at 11.30am. Didn't ring back until 'night time'. The doctor spoke poor English which made communication difficult. The doctor didn't listen when told about allergies and prescribed medication which caused a bad reaction.
- **Adult Social Care** - problems getting calls returned.

Communication about treatment between staff and patient/relatives

This includes whether the patient/family understand what they are being told, and whether they feel they have enough information.

	Number of stories relating to Tameside Hospital	Number of stories about other health and social care services
Patient/family happy	21	27
Patient/family not happy	31	24

Other comments/feedback

- **Clarendon Medical Centre, Hyde** - Need to listen to patients who are the best judge of what hurts.
- **Bedford House, Stalybridge** - responded to pharmacy message with call for immediate appointment.
- **Pharmacies** - five stories where all patients happy with information provided. One so concerned they left message for GP (see above). Another sends text reminders when prescriptions are ready to be collected.
- **District nurses** - one person felt they had time to explain things. Another did not receive a visit at all for a dressing to be changed, following a hospital visit.
- **Pulmonary rehab course** - provided comprehensive information. Information about the service should be available via GPs if needed, the patient feels.
- **Walk-in Centre, Ashton-under-Lyne** - mixed response to communication - some good, some lacking. One person wanted more detail about what they can deal with on the website, to avoid wasted visits.

- **Shire Hill** - good care and physio provided for torn knee ligament. Made sure mobile before discharging. Sorted out bath aid at home and key system on front door.
- **Dentists** - Glebe Street, Ashton-under-Lyne - patients not told dentist was retiring and no information provided about new dentists. Penny Meadow, Ashton-under-Lyne - explains what doing. An unspecified Urdu speaking dentist refused to speak anything but English leaving daughter to act as interpreter.
- **Mental Health Services** - two people happy that they were listened to and good information was provided, but two really not happy. These people felt the psychiatrist was off-hand, rude, abusive and showed no understanding.
- **Holme Lea Nursing Home** - poor communication from staff to relatives (related to a few years earlier).
- **Opticians** - three people happy with the explanations received.
- **Non-emergency transport** - waiting at the hospital for over three hours. There was no communication. The transport request was not received from outpatient staff.

Appendix 3

Staff stories summary 2014

GP surgeries

Ann St Surgery, Denton

- Receptionists are very rude & demand full details of medical conditions.
- They were very polite, courteous and efficient.
- Dr Johnson - An excellent doctor who cares about his patients & supports all the family
- Reception staff unhelpful. Patients made to feel a nuisance. Staff not sympathetic to mental health issues.

Audenshaw Medical Centre

- supportive, approachable at all times & very re-assuring. This applies to the medical staff & the receptionists alike. Emotional care of the family when my husband died was excellent.

Bedford House Medical Centre

- Very polite & helpful.

Brook surgery

- Sympathetic doctors, helpful reception staff.
- Need Speaking friendly.

Clarendon Health Centre, Hyde

- Doctors efficient and kind.

Davaar Medical Centre, Dukinfield

- Friendly staff.
- Problem through receptionists. Need to improve the manner and job roles of receptionists.
- Everyone including the staff was courteous & helpful & doctor who listened to me intently.

Donnybrook Surgery

- Treated with respect.
- Receptionists unhelpful.
- Completely & utterly rude with just one particular receptionist.

Droylsden Medical Practice

- Doctor Glairti = worst service - rest of doctors and staff very good.

Grosvenor Medical Centre, Stalybridge

- The receptionists are always very helpful.
- Doctors are kindly and efficient

Hollies Surgery, Dukinfield

- From the receptionists, practice nurse and our GP Dr Proctor - caring.
- Good doctors, nurses.
- They care, from excellent receptionists to the nurses & especially my GP - Dr Proctor.

Lockside Medical Centre, Stalybridge

- Understanding doctors. Nice receptionists.
- Doctors easy to talk to and 'have time for you'.
- Very impressed with doctors and staff.
- Kind and efficient doctor.
- Treated sympathetically.
- Care, compassion.

Medlock Vale Medical Practice

- The doctor was rude and didn't refer.
- GP was understanding.

Mossley Road GP practice

- All staff very friendly.

Pennine Health Centre, Mossley

- Reception staff not always understanding & should not enquire what is wrong with you.
- Respect my wishes. Respect me.

Simmondley Medical Practice

- All staff were nice & well mannered.

St Andrews Medical Centre, Stalybridge

- Was treated very kindly and efficiently, Reassurance given.
- Dr Raj - he was great.

Staveleigh Medical Centre

- Receptionists excellent - helpful.

Tame Valley Medical Centre

- Receptionists - need to improve - helpfulness, less negative attitude

Thornley House Medical Centre, Hyde

- Receptionist need to talk with respect.
- Need Interaction with patients - better service for students.
- Caring action

Waterloo Surgery, Ashton-under-Lyne

- Dr Sadiq and the receptionists are very kind and helpful.

West End GP practice, Ashton

- Helpful receptionists.

Unspecified GPs

- Dealt with by reception with terrible impatience and rudeness. Affected mental health problem.
- GP doesn't seem to care. No interest!
- Lack of care, listening and speed, my GP - his manner was appalling, he was rude, had no feeling, gave no sense of sympathy, nothing. He was like a robot.
- Controlling GP - failed me and alerted me to serious concerns about practice, care and quality.
- Doctor very impersonal.
- Courteous staff.
- Dr. went extra mile, brilliant service.
- They were all very attentive & pleasant.
- Good manners.
- Staff are stroppy and impatient.
- GPs are courteous and listen to problems.
- Attending, polite, understanding.
- To improve - More care and understanding that my daughter is a human being.
- They were very caring and understanding of Mental Health issues.
- Kindness.
- GP was friendly and the staff were helpful.
- Could be more sympathetic.
- How nice the staff were.
- Helpful staff.
- Good - the attitude of both clinical and clerical staff.
- Are friendly, knowledgeable, helpful.

Tameside Hospital

Cancer

- All staff extremely helpful and kind. She can phone McMillan nurses any time, which is reassuring.
- I can't fault any of the staff, doctors, surgeons.
- Everyone I came into contact with was absolutely brilliant.

- I was treated with the utmost dignity and my worries were respected.
- The staff were kind and caring and appreciated the worrying and emotion time I and my family were experiencing.
- All the nursing staff were excellent.
- Mr Ellenbogen and team excellent. After-care from nurses and mammogram service kind and professional.

A & E

- The doctor and the team on duty couldn't have treated me with more respect and dignity they need a medal.
- From the moment I arrived I was treated with total respect, courtesy and concern from everyone concerned.
- Excellent care, professional staff.
- Reassuring charge nurse, two very calm and competent nurses and a registrar
- Both helpful and caring.
- Staff were polite.
- Staff were second to none. The doctors and nurses were attentive.
- The reaction of the medical staff was superb.
- Need to improve the staff.
- They were all very attentive & pleasant.
- Staff in general were helpful.
- Need to employ the good natured staff. Dig deeper in their past when employing.
- Everyone was pleasant, they made me feel comfortable.
- Staff were excellent and caring.
- Efficient & friendly.
- The staff - attitude & knowledge.
- Staff should listen to patient and show courtesy and kindness
- Plastered by very pleasant staff member.
- Quick, doctor was friendly.
- Need to improve - Friendlier, quicker
- Quick response, caring, knowledgeable, efficient, understanding.
- Helpful staff.
- Staff were lovely - no complaints. Was well cared for. Need more nurses.
- Dealt with respectfully.
- Staff and doctors - they couldn't have been better.
- I wish to thank all the staff involved for reassuring and caring for me at such a frightening and stressful time.
- Supportive.
- Staff kind and caring and made me feel like I was in good hands. I think your reception staff need extra training on caring for people in shock who might be disorientated that they are in A&E at all.
- The nurses were fantastic nurses, but I was not impressed with the doctor.
- Found all staff approachable, friendly and reassuring.
- Staff were professional yet very friendly.

- The reception staff I met were like Vicky Pollard, answering everything with it's nothing to do with them and I'd have to wait
- I felt like an unwelcome guest in their home. Poor as usual.
- Staff were smiley and friendly.
- The nurse was lovely.

Out of 35 comments about A & E staff, only 8 were negative.

Paediatric A & E

- Staff amazing & doctor equally as nice.
- Staff are great.
- Doctor who had no greeting for us, if I tried to explain the situation I was dismissed after 2 words, doctor spoke rudely, I have never felt so belittled by a professional body.
- Fantastic staff.
- The staff were amazing. I would just like to thank all the staff for the kindness and friendliness they showed to myself and my son. They deserve recognition for the great work they do.

Inpatients

Cardiology

- I have nothing but praise for them.
- Staff never stopped working for the whole time I was an inpatient. Probably help if they had a bit more room.
- The male auxiliary nurses on ward 46 were very caring.

Children's observation and assessment unit

- I was extremely impressed with the professionalism and compassion of all the staff.

Children's ward

- All the nurses and doctors were great.
- The response I got from the doctor in charge was... what do you want me to do its Friday?
- I cannot thank the doctors and nurses enough!

Paediatrics

- The nurses were friendly and chatted to my daughter to help make her feel at ease.

Elective unit

- I found all the staff very helpful and efficient.
- Have nothing but praise and gratitude to the surgical and elective unit staff.
- I had no staff nurse or Ward Sister showing me any care at any time of my stay. Dignity just doesn't seem to exist on that ward. There were a couple of members of staff that were very good, especially Vicky. This apparent bullying and humiliation went on for about 4 days.
- The Unit did seem very understaffed at night-time and some of the Bank Staff were more hindrance than help. Apart from 2 members of staff, everyone was wonderful. I was extremely well cared for and treated with total respect.
- Nurses very helpful. Nothing too much trouble.
- Found all the staff, Dr's, nurses, physio's and the domestic staff kind, caring and polite.
- The care assistant although caring and pleasant, omitted to remove her gloves and apron straight away after toileting a patient on a commode.

7 stories about the elective unit, with 2 negative stories and 1 poor practice

General medical ward

- Collaboration by the staff who did everything possible to cover their mistakes.
- Why was she sent to the wrong department (to be ridiculed and taken the mickey out of by members of your staff?)

Intensive care

- Tameside really do need to evaluate their whole team, how can a fit and healthy 18 year old nearly lose her life?

MAAU

- Crash team did a fantastic job.
- Fantastic nursing, then let down by the arrogant doctor/consultant .
- I cannot praise the staff enough, from A&E to the wards, they have all been brilliant.
- Many thanks to the staff especially the nurse in bay 5, she was tremendous.
- Need more staff on wards.
- Nurse on Duty and the Auxiliaries, I cannot praise them enough, they were brilliant and professional, more than can be said for the Doctors.
- Nursing staff showed excellent care and consideration to all patients - well staffed & dedicated staff.
- Service was just as good (as A & E).
- Several admissions. No reassurance or compassion shown by staff.
- Some staff are very understanding but some seem to resent his wife staying with him.

- The staff were both helpful and caring.
- The staff, Consultants, doctors, nurses and auxiliaries, displayed a level of professionalism the Management can be proud of.
- The wonderful nursing staff who worked so hard to care for every patient under their care - they are truly angels!

MAAU & ward

- Shocking and disconnected approach to care of the elderly.

14 comments about MAAU - 2 negative comments about doctors and 3 general negative staff comments.

Trauma unit

- Shortage of staff, disorganised.

Unspecified Ward

- All the staff and the surgeon were excellent.
- Compassion of staff good
- Good - Mr Saddiqui (bowel surgeon) and all staff involved in colostomy and reversal of colostomy for this lady's elderly father.
- Good - The work rate of the 'caring staff' (doctors, nurses, orderlies, etc.) and in spite of their heavy workloads - have time for the patients' problems.
- Mr Perivali did a FANTASTIC job on my painful shoulder and would like to nominate him for an award.
- Nurses, surgeons and staff excellent.
- Staff (although short) cared about myself and because it helped, along with the doctors. Overall the nurses should treat patients with more care.
- Staff don't stop from the start of their shift till the finish they need a medal.
- Staff too busy laughing and joking around a computer to update partner on how I was.
- The care I received from Debbie was excellent and Vicky who I believe is an auxiliary is absolutely lovely - she reassured me + even held my hand. These 2 nurses never stopped all night.
- The care was excellent.
- The care, consideration, treatment he received was remarkable and just fantastic. Everyone really cared.
- The staff were really good. Staff very respectful and helpful.
- They really took care of me, and nurses were so nice.
- They were all very attentive & pleasant.
- They were kind and caring and made me feel like I was in good hands.
- Unhappy about a number of things, including nurse being asleep when I needed help to go to the toilet.
- Ward staff have the remarkable ability not to see you, while looking directly at you, and taking an age to carry out any request for help.

- Was treated wonderfully, with dignity and respect.
- We would like to thank Dr Sarah Rose, Charge Nurse Andy and Nurse Sam and Student Nurse Natalie for their excellent care.
- When my father in law passed away, staff did not see how much their incompetence in dealing with the death certificate hurt my family.
- Volunteer visitor - no complaints about medical staff but sometimes care/service staff are quite rude. Patients made to wait up to 10 mins to go to toilet.

22 comments about unspecified wards, of which 5 are negative.

Ward 31

- All the staff have treated him (dad) with care, respect and been attentive although it seemed to me that they were woefully understaffed for the number of patients and the challenges some of them presented with.
- Not enough staff on ward to deal with patients. Many have a terrible attitude towards patients and visitors. DISGUSTED WITH CARE, HOSPITAL AND STAFF!
- The doctor was considerate and patient with me due to my hearing loss.
- The level of professionalism by the staff there was apparent.

Ward 40

- Pleasant, helpful, efficient staff - felt valued.

Ward 41

- The nurse dealing with him said he was aggressive, and she was not prepared to put up with his behaviour. His wife assured staff that he was not usually like this, and she (a qualified, retired midwife) knew it was confusion due to the infection. Wife not happy about his care.

Ward 42

- All the staff were absolutely brilliant.

Ward 43

- Not enough staff on ward. Most staff didn't seem to know patient diabetic & registered blind. On final two evenings one nursing assistant very helpful - monitored how much patient was drinking which saw the patient make a rapid improvement leading to discharge.

Ward 45

- Her care has been fantastic.
- Nurse comments - "Oh she's not got a lot going for her". There were limited caring staff.

- Speech therapy staff very pleasant and patient. Nice doctor who explains things.
- During the first week, no-one was answering when I pressed the buzzer. Things seemed to get better after that and the rest of my stay was good.
- All staff nice & helpful - nurses to cleaners.
- The staff were both helpful and caring.

Ward 46

- My husband and myself could not have been treated with more care and compassion, and ward staff and medical teams helped me through a tough time.

Ward 46/ Ward 31

- The medical teams have been extremely good, and most of the staff have been good, there just are not enough of them, some go 'above and beyond' what they are paid to do, some work with 'their heads and their hearts' and my thanks go out to them, some do their jobs efficiently, and others just seem to have been worn down by the system. My experiences over the past few weeks have been 'soul destroying'

Ward 5

- I would like to pass on my appreciation and thanks to everyone who contributed to the excellent standard of healthcare I received.
- Sr Abrahams and her staff were fantastic. They were professional and caring.
- Staff lack of understanding/training about importance of adequate fluid intake.

Woman's Health Ward

- To thank all the staff for the exceptional treatment and support I received.
- Consultant, theatre staff and ward staff were friendly and reassuring and the domestic staff appeared hard working and friendly.
- Day staff was lovely, reassuring and helpful. Got to about 6pm and the most rudest nurse was 'looking after' me.
- Nurses on the ward were very friendly and helpful and a big thank you to Dr Veeravallis who me treated me with the utmost respect.
- Staff were friendly, compassionate and worked very hard to ensure all my needs were met. . Even the domestic staff was friendly and helpful. Nothing was too much trouble. The theatre staff were fantastic and put me at ease.
- The staff treated me with respect and with dignity.
- From nurses, theatre staff, anaesthetist , Ward Drs and domestic staff, were brilliant, I was made to feel comfortable and confident in the care I received. The nursing staff were very caring and hard working. I would be grateful if you could share my comments with all the staff.
- They were second to none!

8 stories about the women's health unit, with only 1 partially negative comment.

Outpatients

Breast clinic

- The nurses - particularly one named Victoria - were very helpful and very reassuring. I thought that the overall attitude in the clinic was warm.

Cardiac Rehab

- I have been very impressed by all the physiotherapists - their caring nature, the holistic approach they take and their good humour.

Cardiology

- The initial staff are helpful and friendly but the doctor's attitude is insulting and abrupt.
- Staff were friendly and put me at ease.

Clinic

- Staff are really friendly.

Co-ag clinic

- Staff great support.

Colonoscopy

- All staff were very understanding and efficient.

Day surgery clinic

- All the staff treated her well.

Dermatology

- All staff were friendly in dermatology and my specialist was great. However the receptionist in the main Hartshead building was very rude, their attitude was a disgrace to say they are the first face you see I wasn't impressed.
- I was treated with dignity throughout and the staff were very nice.

Endoscopy

- I felt unwelcome and an unfriendly atmosphere. No-one asked if I was ok or if I needed anything until I was in recovery bay & I was so embarrassed at the time.
- The staff and nurses in this unit were absolutely wonderful. They were so understanding and really helpful.

ENT

- Caring and competent staff.

Gastro Department

- Great so far.

Hearing Centre

- Helpfulness of staff.
- She is very happy the staff are doing all possible to help her.
- Kind and caring staff.
- Quite good.
- The young nurse Elaine, who welcomed us, was on time, and welcomed my friend and I with courtesy and openness.

Hospital alcohol liaison service (HALS)

- Very compassionate staff in all departments.

Orthopaedic department

- While I was having my consultation doctor took a phone call - instead of saying please ring back I'm in with a patient he continued with call. I found this very rude.
- Doctor, who has got a horrible bedside manner, is very sarcastic and very rude.

Outpatients

- All the nurses/doctors were really friendly.
- Casual attitude of staff.
- Doctors v. good. Staff helpful.
- Need to improve - friendlier staff.
- The receptionist at **Outram Road** one friendly and staff are really helpful & supporting.
- A smiling, helpful receptionist. All staff seen were pleasant and efficient.
- All of the staff I interacted with were polite and caring.
- Always treated with patience & courtesy.
- Quick, pleasant staff.

Radiography

- The 2 members of staff who did it were wonderful.
- Amazing.

Rheumatology

- Everyone is polite, thorough and helpful.

Urology

- The staff couldn't have been better.
- Sensitive to your needs, courteous, professional.

Well Woman clinic

- Find all staff, particularly Dr Stopman, very caring and helpful.

X-ray

- Polite and very pleasant.
- A lovely reassuring nurse.
- Staff were very comforting throughout the procedure. It was obvious to me that they care very much about their patients.
- Was very impressed by the assistance provided.

Mental Health

- **Hague Ward** - the nurses were caring and understanding. Good group of staff who despite always busy have time to care.
- **Rehab high dependency unit** - They took really good care of me.
- **Taylor Ward (Pennine Care)** - staff do not accommodate my needs. Ward sister really good, easy to talk to, very re-assuring, never too busy & makes time.
- **Psychiatric dept.** - Psychiatrist very off-hand about this problem.
- **Mental Health (Dr Creighton especially)** - - No care, understanding. He was rude & abusive.
- **Mental Health** - good - Nursing staff. Improve - Maybe more night staff on to talk to.
- **Mental health services Dr Creighton Tameside Psychiatrist** - - to improve - Being able to change psychiatrist.
- **Via A & E** - I do have an issue with the way she spoke to me. Cold and patronising, she kept saying things like 'what do you want me to do?' and 'there's nothing we can do', always lovely things to hear when struggling with low mood.

Maternity

- They sadly did not survive, but the care and compassion from staff shown to me and my family was just brilliant. The staff have gone above and beyond for us, and still continue to do so with the post-natal care.
- **Ward 27** - staff were really helpful and friendly.
- **Emergency section and elective section** staff were amazing both times I felt comfortable and well looked after.
- **Antenatal clinic** - I was greeted by friendly and helpful staff including a doctor and midwife who all introduced themselves and explained the procedures they needed to carry out and ensured my consent was obtained. Thank you to the lovely staff today in the antenatal clinic.
- **During labour** the midwives were lovely. After my son was born the problems started. I felt judged and certainly not supported. The last day the midwife was shouting and screaming for me to feed my own baby and to not be lazy and distant! Just when I thought I could no longer take it anymore a lovely midwife took over the night shift and I left the next day.
- **Birth** - my deepest gratitude to the midwives. The ladies in aftercare were knowledgeable, helpful and very nice to us. They really care.
- **Have gestational diabetes** - the whole of the team were absolutely fantastic, especially Dr Gondane and Erica Thomasson. The whole team is an asset to the Trust.

- Had to deliver bad news to me, from the minute they did this the care and compassion I was shown was second to none.
- Pool birth - The staff were so supportive and reassuring through the whole birth.
- Midwife - The care and compassion that was given was second to none. Same for all the other staff as well including the care on ward 27! Such a lovely experience and would highly recommend.
- Obstetric Dept. - about total lack of sympathy and compassion from hospital staff and midwife.
- All the midwives, nurses and consultants were very sympathetic for what we had been through (IVF), and took time to ensure we were ok and understood everything that would happen through pregnancy. Post-natal ward - and the midwives and nurses were fantastic.
- Midwives and staff on the labour ward were fantastic. The aftercare on ward 27 was especially good - every member of staff had time for you especially with those teary moments!
- Problematic pregnancy - Dr Gondani and her wonderful team of midwives looked after us from the start. We had continuity of care. I thank each and every one of this amazing team for all they did for us
- Wonderful staff whom supported myself and partner through a difficult birth of my son
- Birthing pool - The midwives could not have been more supportive- they were amazing.
- Birth - The rudeness of some staff left me furious and my partner still upset after several months.
- From the induction, consultant care, caesarean theatre team (in particular), labour ward and maternity ward aftercare - every member of the medical team made the whole process as comfortable as it could be. I was always reassured by empathetic professionals.
- The care I received was amazing, and I felt well looked after.
- I was dealt with professionally yet all the times the staff were friendly, personable + kind.
- All the staff, the midwives and the lovely polite young woman who made us tea and toast, were absolutely wonderful.
- I have seen familiar faces through all three pregnancies which is very comforting to see. The care has been excellent. However on many occasions they seem very short staffed and I get the impression they find it difficult to give the best care due to staff shortages.
- Their premature baby aged one week was admitted to Ward 27 with neonatal jaundice, in a side ward. No staff came to see mother or baby for over 24 hours. No treatment offered and they were left on their own in the room. The night staff were very kind, but day staff didn't seem to know why they were there.
- Doctors, midwives and all staff excellent.

There are 24 stories about maternity services, of which 4 were negative.

Unspecified Tameside Hospital

- Long waiting and felt uncomfortable and like I was wasting time - need more caring staff!
- It was local, nurses friendly. Needs more organisation, more professionals working.
- Reassurance of staff good.
- They very polite & helpful
- Care & sympathy
- Treated me nicely
- Fast response, considerate, caring and reassuring
- Efficiency, professionalism, caring manner, communication, understanding

St. Mary's, Manchester

- Staff in nuclear medicine excellent.
- My son also spent time in the Tameside children's unit until we was transferred to St Marys - I regretted the transfer and would only take my children to Tameside in the future.
- Good - helpful staff

Manchester Royal

- Clinic C staff absolutely wonderful. Consultant has recently changed, so a little worried - hope he is fine.

Trafford General Hospital

- Just want to say everyone was very kind.

Manchester Royal Infirmary

- A&E - the staff were all friendly caring and compassionate.

Department of Nuclear Medicine

- Extremely professional and very caring. Well done!
- The Dr I see is outstanding he always listens, chatty, has plenty of banter and offers good advice and treats me very well.
- I can't fault any of the staff, doctors, surgeons.

The Christie

- I can't fault any of the staff, doctors.
- Caring, efficient and professional staff who explain things and take time with patients.

999 ambulance service

- The first responders were fantastic, including the 999 operator and ensured I got to hospital quickly.
- NHS Direct - explained that my symptoms required a paramedic to be sent. They were wonderful, really kind and explained everything.
- Ambulance - discussion as to whether blue light required - delaying treatment for stroke.
- Ambulance men - So professional and most of all kind.

Grange View

- The family reported that they were told that staff shortages were to blame for issues around food and diet, but the family said they thought staff on duty appeared uncaring and to have little knowledge of patient care.
- Shortage of staff meant she was left on the commode in her room for three quarters of an hour because she couldn't reach the buzzer.

Stepping Hill Hospital

- **Bobby Moore Unit** - Appalling communication and poor after care where I experienced a 'Couldn't care less' attitude.
- Colonoscopy - Nurse Practitioner was extremely sensitive to my mother's needs and made the whole experience as pleasant as possible.
- **Outpatient cardiology** - good - The nursing staff

Dentists

- **Millbrook Dental** - dentist was gentle and stopped when she wanted and reassured her.
- **Lees of Henrietta Street, Ashton-under-Lyne** - dentist was very rude.
- **Crown Point Dental Centre** - didn't talk to patient about their teeth and care.
- **Clarendon Dental, Hyde** - Helpful staff and caring dentist
- **Unspecified Dentists**
 - Receptionist was OK
 - The receptionists are friendly
 - The dentist could be nicer
 - Friendly. But lack of concern about an abscess that developed under the tooth she had filled.

Turning Point

- Treated with respect and dignity & not judged for coming back in. Invaluable help and support from all the staff at the Smithfield services.
- The receptionist at Lee Street was very understanding when I explained that my son works & doesn't want to lose his job but wants help.

Pharmacy

- **Boots**
 - Informative, knowledgeable, friendly.
 - Friendly and efficient.
- **Co-op pharmacy, Stalybridge** - pleasant staff and good service.
- **Windmill Centre pharmacy, Ann Street, Denton** - - They discussed (in public) about how many times on a particular day they had to turn out. (My wife sometimes puts her prescription in on the same day. She suffers from short term memory loss.) I am changing my chemist.
- **Unspecified pharmacies**
 - All very attentive & pleasant.
 - Attending. Polite. Understanding.
 - Need Friendlier staff.

Royal Oldham hospital

- **Labour + maternity** - Staff were excellent

Salford Hospital

- All staff nice & helpful - nurses to cleaners.

Optician

- **Boots, Ashton** - Friendly staff.
- **Specsavers** - Friendly, helpful.
- **Unspecified Opticians**
 - Sensitive to your needs, courteous, professional.
 - Optician was nice.
 - Friendly staff, humorous.
 - Everyone is friendly.

University Hospital South Manchester

- **Out-patients** - Excellent reception. Excellent consultant & nurse.

Tameside Carers Centre, Ashton

- Phatiba Mistry & Lindsay on return from maternity. The good care & support we get to continue our caring role. To improve - Less case load for each care worker.

District nurse

- Need more empathy.
- Follow-up access team at home & some GPs - Once I insisted they seemed to be more willing & helpful.
- Since returning home she has found the district nurses equally as helpful.

Primary walk in centre

- Need more staff - was busy.
- Need to improve - The people skills, organisation & communication.
- Need to improve - Less focused on staff.

111 telephone advice

- Staff v professional and knowledgeable

Pulmonary rehab course

- Comprehensive information and exercise relative to my condition delivered by caring staff

Parkhill Nursing Home

- Friendly, warm, caring attitudes of staff. Managers very approachable.

Wythenshawe Hospital

- Heart surgery ward - Staff very friendly and caring.

Sexual health service

- Staff friendly, knowledgeable staff

Hospital outpatient @ Eye Hospital, MRI

- Good - The attitude of staff

Tameside Adult Social Care.

- The equipment and adaptations service - They have been fantastic with me. I would've been lost without them.

Adoption Service -Tameside Social Services

- Kind, sensitive care. Always available

Appendix 4

Complaints themes 2014

The complaints below relate to a number of hospitals in the Northwest, GP Surgeries, Pharmacies and Dentists.

Failure to diagnose

- Possible asbestosis
- Mini-stroke
- Cancer
- 3 unspecified conditions

Surgery

- Shoulder
- Polyps
- 3 knee
- Broken wrist
- Hip
- Bowel

Pain relief

- Not enough

Appointments

- 4 GP
- 2 hospital

Communication

- 3 unspecified
- A & E doctor not listening and referring to other departments
- Lost notes
- Confidentiality issues (given wrong person's results)

Mental health care

- 4 unspecified mental health
- 2 about treatment received by relative prior to death

Care

- 6 about unspecified care
- Inpatient care
- 7 about care of elderly relative
- Poor care given by auxiliary
- 2 about treatment received by partner
- Sent home from A & E without treatment - later emergency admission

Scans, etc.

- Confusion over scans

Treatments

- Abdominal problems
- Cardiology
- Eye condition
- Treatment not carried out in past
- Problems treating glaucoma
- Negligent treatment
- Podiatry
- Problems with fillings falling out
- Prostrate

Discharge

- Unspecified
- Sent home from A & E without treatment

Fertility

- Refusal to reverse sterilisation
- Funding for fertility treatment

Prescriptions

- Delays obtaining from pharmacy

Other

- Size of font & colour of paper (has sight issue)
- Lack of food/drink in hospital
- Issues about level of oxygen for long-term condition
- Transport to medical appointments
- Problems relating to removal of object from eye
- Ambulance service provided to brother's 'cry for help'
- Removal of skin cancer near eye

Appendix 5

Stories which have been published on Patient Opinion and which are Criticality 3 and above.

We have included the responses received from providers also, as at the time we printed out the information.

Dreadful GP Service....Amazing Tameside

My main issue was with my GP service, which has been really poor. I have suffered from something (still not yet determined) for 18 months and I fail to see why a GP can not make a simple referral to a specialist, instead of delaying a problem which has subsequently got worse. It is a known fact that care in Tameside is poor and I do think GP's have a major part to play in this and that they impact on the hospital, which is renowned for its name, but in my case have been amazing so far. My GP (I saw three different ones in the same practice) 18 times, fell below standards and I truly hope that there lack of care, listening and speed has not impacted on my future quality of life. They were too quick to pin things on an existing condition when I clearly told them I needed further help and investigation. My GP arranged for an ultrasound to be undertaken at the practice. Within two days I was informed to attend and meet my GP to discuss my results and his manner was appalling, he told me, even though no bloods or other tests were conducted, just an ultrasound, it looked like I had Pancreatic Cancer, bare in mind I have two children and I am in my early 30's. He was rude, had no feeling, gave no sense of sympathy, nothing. He was like a robot. He then told me I would need a CT scan.....to which the referral was not sent correctly and ended up in the middle of no where and I was waiting and waiting and waiting. I know what pathway I should of been put on and what the GP should of done and that this is not the process for them to follow and the responsibility should be with the Practice Manager to link in with the Hospital in order to advise there team of how and where to make referrals. My GP refused to assign me to a Consultant/Department wanting control of my results and thus delaying me actually seeing a specialist. He said he would see me and give me my results when he returns from leave and I took this fantastic opportunity of seeing his colleague who shook her head in disbelief at what we had been told (my husband has been there throughout) the complete management and could not comprehend why this doctor would want control of a symptomatic lady who needed specialist help. I will be referring this GP to his professional body as I am concerned about my delay and I am sure this is happening to others in Tameside. A simple audit and investigation is needed and they will see this in my notes. In the past 6 weeks my care has been transferred to Tameside I have seen three specialists and have a care plan and follow up appointments arranged. I think that GP's need to learn valuable lessons and I will dispute any arguments this GP practice may have. They have failed me and have alerted me to serious concerns about practice, care and quality. Tameside your Radiology Department is amazing and your Gastro Department has been great so far. Keep up the good work and I sympathise for the mess you have to pick up from controlling GP's. He needs to know there is such a thing as patient choice and he had no right in dictating to my health needs.

Response from Tameside Hospital

Thank you for posting these positive comments regarding the service you received at Tameside Hospital in our Radiology department and the Gastroenterology department. We've made the CCG aware of the comments regarding the other issues you raise.

If this can happen twice in one house how often is it happening to the general public?

My story starts at my doctors surgery Thornley House, Hyde, where I was treated for a lump on my forehead. When I rang to make an appointment, my doctor told me to come straight away. After diagnosing a cancerous growth and a second doctor looking at it, it was decided the doctor would make an appointment at Tameside Hospital. This was August 2014. I anxiously waited for my appointment from Tameside Hospital. Approximately 4 weeks later in September a letter came to say I had not turned up for my appointment in August. They suggested I should make a new appointment but if I did not reply within 14 days they will discharge me from their clinic. I rang them to explain that I never received their appointment letter or a telephone confirmation. Their response to what I said appeared not to concern them at all. My doctor would receive a similar letter from Tameside stating the patient did not turn up. This could cause a bad relationship between GP and patient. I am still waiting for my operation and information received say it could be 14 weeks from beginning to operation. Several weeks unnecessary delay by Tameside Hospital is not acceptable. This same experience happened to my husband some years ago with Tameside Hospital. If this can happen twice in one house how often is it happening to the general public? This is a condensed version of my story.

Response from Tameside Hospital

Many thanks for posting your comments. Please can I ask that you contact the PALS and Complaints department in order for us to address your concerns?

Unhappy with treatment

My Father attended A&E in October with a severe cut to his leg. The nurse applied strips to seal the wound and a bandage. The nurse informed me as we were leaving that a district nurse would visit him on Saturday to re-dress the wound as it would need re-doing every two days to avoid infection. I asked the nurse for a contact number in case they did not come. She assured me that they would and not to worry. No one came on Saturday, when he received a call he was instructed to attend the walk in centre in Ashton to have the leg re-banded. His sight is poor and because he could not read the machine he could not enter his registration and now has a parking fine. His leg is now infected and has been given a prescription for anti-biotics. To say we are unhappy with the shambolic nature of his treatment is an understatement. He has also been informed that he can no longer attend Ashton and needs to go the Cornerstone in Manchester. We will be pursuing this matter further.

Response from Tameside Hospital

Thank you for taking the time to post these comments. The District Nurses come under the Care Commissioning Group (CCG). We have also passed your comments onto them on your behalf. You might want to inform your GP & CCG about the lack of information you have received as they also should have engaged with you as part of the patient consultation process.

Many thanks for your comments.

Poor treatment at A & E

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... 83 year old lady fell at home. Severe pain in leg and large gash on calf, bleeding heavily. She lives alone, with no family apart from a niece who she couldn't contact. Ambulance took a very long time to arrive, then waited outside A & E for 1 ½ hours before they wheeled her in. Then waited 6 more hours before she saw a triage nurse. The wound was sutured. No x-ray was ordered although her mobility was very poor. She had to go home by taxi, still in pain. She was told district nurses would see her in 2 days, but they did not. She returned to A & E as wound still bleeding. Told it had been badly sutured, and had to be stitched again. Still no x-ray ordered and no doctor consulted. She has now been told she has a blood clot in the other leg, possibly sustained at the time of this injury. Her mobility is extremely poor. The district nurses have now received instruction to visit and dress wound, but had not done so at the time this information was provided.

Response from Tameside Hospital

Explanation provided about procedures covering all aspects of this story. Apologies offered.

Response from North West Ambulance Service

Offered further investigation if patient contacted them. Apologies offered.

Poor care for my mum

I had promised my 96 year old mum never to let her go into Tameside Hospital. I had no choice when she had a stroke. From being in the ambulance to when she died one week later the whole experience was a shambles, I felt invisible, and treated as a bystander while I watched them appear to give up on her, with lack of expected treatment, physio, food, drink, and literally no sharing of information. Ambulance - discussion as to whether blue light required - delaying treatment. Stayed overnight most nights, and had family rota so never left till moved, when obviously dying, to Stroke Rehab! Told couldn't stay, left at 9. 30pm to be recalled at 1. 30pm & told to get family in. Nurse comments on ward 45 "Oh she's not got a lot going for her". and said they don't have open visiting since August as patients relatives were checking up on staff. Waiting 6 hours+ for food to be put on drip/xray. Leaving food empty for more than 6 hours. Machines beeping no-one coming to check. Removing oxygen monitor &

food (same nurse) saying she didn't need these now as machine kept beeping. Medication blocking food tube when dissolvable ones could have been used so tube had to be redone & more delays. There were limited caring staff.

Response from Tameside Hospital

Please accept my sincere apologies this is certainly not the care we expect for any of our patients. I am concerned about this and would like to investigate further. If you would like this to happen please can you contact Helen Howard Matron for Patient Experience on 0161 922 4652 or Helen.Howard@tgh.nhs.uk

Response from North West Ambulance Service

Please accept our sincere condolences for your sad loss and thank you for taking the time to provide feedback on your experience of North West Ambulance Service NHS Trust. We are sorry that the experience your mum had when she needed us the most, was not as you would have expected. We would welcome the opportunity to investigate your concerns and if you could provide your details to the following email address: patientexperience@nwas.nhs.uk we will contact you to ensure that a full investigation is undertaken.

Lack of physiotherapy after strokes

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... This lady, who is over 80 years old, has had two strokes. She was pleased with care in hospital and at follow-up sessions at outpatient clinic. However, physio is very disappointing. There was only one session - she was just given exercises to do at home. Her affected leg is now "giving way" so she can't walk very well. Her toes have curled under her foot and she is very afraid she will lose her mobility. It is making her depressed and fearful of going out. She is going to ask her GP for advice, and to see if she could have any further physio sessions.

Response from Tameside & Glossop Clinical Commissioning Group

Healthwatch has been contacted by Tameside & Glossop Clinical Commissioning Group (CCG) as they would like to contact this lady. They think that she is probably eligible for more support and want to help her to access it. Philippa Robinson from the CCG's long term conditions commissioning has asked us to pass her phone number (0161 304 5300) to the lady.

Response from Peter Denton - Healthwatch Manager

We don't have this lady's contact details (she chose not to give them to us when we heard her story) but our volunteer who collected this patient story has a recollection that she has seen them in the same venue before. We're therefore passing this information on to the volunteer in case she sees this lady again.

Poor care at Grange View

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... older lady discharged from hospital with severe diverticulosis, weight loss, reluctance to eat or drink, dehydration. Husband and family visited her at Grange View every day. They reported they thought she was not being offered food or drink in a form she could cope with. They also felt no assistance was given with diet or fluids. They said they feared she was prescribed fortified drinks but not given them. The family reported that they were told that staff shortages were to blame for issues around food and diet, but the family said they thought staff on duty appeared uncaring and to have little knowledge of patient care. We were told the lady was eventually re-admitted to hospital where she died.

Hospital admission at Tameside Hospital

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... - I was admitted by ambulance to A&E at Tameside Hospital with suspected heart attack. Within 2-3 hours I had been examined, had several routine tests, seen a medical doctor and was moved to MAU. The nursing staff on MAU showed excellent care and consideration to all patients as far as I could see. One nurse/auxiliary nurse in particular, kept checking and making sure an elderly lady who was sat in a chair, was comfortable and had a blanket over her knees. She restored the ladies dignity and her care was nice to witness. The MAU ward was well staffed and looked after. It had a good atmosphere, dedicated staff and cleanliness and all staff and doctors used the hand sanitizers. The panic button and water jug was in easy reach for everyone. All this was a great boost for helping to improve the patient experience. I was moved from MDU to ward 31, where it had a depressing atmosphere, with not as many staff and where I had to wait a long time to see the doctor. When I saw the doctor, he was considerate and patient with me due to my hearing loss. I was told I needed bed rest which I said I could easily do at home. When being discharged from ward 31 I was asked about what medication I was on, but I hadn't been given any medication during my 2 day stay. I was told that if I did need medication to take home I would have to wait 2 hours for the prescription. As I had plenty of medication at home I didn't need any. I saw a significant improvement in nursing staff and with the turnaround from admission in A&E & MDU to ward 31, since my last visit 9 months ago in April 13. (9 months ago when admitted to A&E there seemed to be no procedures in place for staff to adhere to for a suspected heart attack. I was waiting for a few hours for tests and then the doctor never came back to see me as he said he would. I was also left with nothing to eat or drink.)

Response from Tameside Hospital

Thank you for taking the time to post these very positive comments around your hospital admission and care you received. We have shared your comments with all the areas you have highlighted. We acknowledge the discharge process can on occasion be longer than expected however we would not want your safety compromised in any way. The environment on ward 31 is being addressed and we hope to improve the atmosphere for patients on this ward by having access to televisions.

My mother's poor care at Tameside

I feel that Tameside hospital caused my pensioner mother to become so ill and immobile she has never recovered enough to return home. My mother was not physically ill or injured when she went to Tameside hospital, she was suffering from a form of psychosis. Earlier in the year she had spent two months on the mental health unit with the same problem. However, she made a full recovery without additional medication and continued to attend the unit as an outpatient. Five months later the symptoms returned and she was badly in need of psychiatric care. In late August 2013 she rang the police who arranged for an ambulance to take her to the hospital. From the moment she entered Tameside hospital she became a victim of what I feel were serious mistakes, followed by covering up and lies. My mother became so physically ill (while I feel they were ignoring her psychosis) that she was on a medical ward for a month. Then, still unwell she was moved to Grange view which is owned and run by Tameside hospital for a further two months. Even then my mother was not well enough to go home. Following three months of hospitalisation, lack of exercise and an ignored fall she never regained her mobility. She lost her voice when she had an allergic reaction and that too has not returned. She became deconditioned, depressed, withdrawn and unable to communicate. She was sent to a care home, where she remains in this state of deterioration. Sadly my mother will remain there for the rest of her days. Tameside hospital had her medical notes for reference. In addition, I gave the doctor from a&e her mother's medical history. I explained that my mother was a psychiatric patient and not physically ill. I gave details of her mother's medication including a penicillin allergy. Here are some examples of the unacceptable way my mother was treated by Tameside hospital: (a) refused to acknowledge she was a psychiatric patient, and have the psychosis she was presenting treated. (b) refused to contact her psychiatrist despite assuring me they would. (The only reason her psychiatrist became remotely involved is because I made direct contact with his office. This was when I discovered my mother was being discharged after 72 hours. I told the hospital that my mother was not leaving until she had been treated her psychosis. It was unsafe for her to leave. That was the reason she was brought to the hospital) (c) informed by staff the mental health unit was full, with a waiting list of three weeks (d) put her on a general medical ward, where she did not belong. Not only was she treated medically badly, she was humiliated by the situation, as some of the other patients considered her odd behaviour to be a source of amusement. (e) given four consecutive doses of an antibiotic to which they knew she had an allergy. (f) antibiotics were unnecessary anyway as all her tests results were clear (g) collaboration by the staff who did everything possible to cover their mistakes (h) failed to inform us about the mistakes, and that she had been given penicillin. (i) prevented her from attending a much needed appointment with her psychiatrist. (j) prevented her from seeing a social worker. (k) she had a fall which left her badly bruised My mother became very ill. She was immobile incontinent had breathing difficulties and lost her voice. For four days, I was frantic with worry as I watched my mother's health deteriorate and had no idea why. Yet the staff knew why, but did not say. I read her medical notes, and discovered my mother had been given penicillin. I confronted the nurse in charge, who refused to accept my mother was allergic to

penicillin. This nurse became angry when I was said my mother was most definitely allergic to the drug, but still refused to add it to her notes. Days later when she developed a rash was this nurse was forced to admit it. However, the nurse still would not include it in her notes When I questioned the staff they denied all knowledge of her mother falling. However when she was admitted to Grange view three weeks later, the bruising was still bad enough to warrant photographs being taken by the person in charge. I made a formal complaint to the hospital, which was made up of twelve complaints. I also asked them to fund my mother's care costs, which is the least they could do. I was disgusted by their response and their refusal to fund my mother's care. The hospital exaggerated their apologies for the minor complaints, in an attempt to overshadow the more serious matters which have been denied. Tameside Hospital have played a huge part in my mother's quality of life being reduced to zero. She has given up, and although she is not dead, she may as well be according to her. She repeatedly tells me that she wishes she were dead. I do not give up easily, and will continue my plight to seek justice.

Response from Tameside Hospital

On behalf of Tameside Hospital NHS Foundation Trust I would like to extend my sincere apologies to the daughter of one of our patients who has had cause to outline her story in detail.

I am very familiar with this specific complaint and the daughter's concerns and the comprehensive investigation that has taken place has been closely monitored. I am sorry that our investigation took longer than expected however the complexity of the issue warranted in depth review and analysis.

I cannot respond to the detail in this public arena because of my obligations to respect confidentiality but I can assure the complainant that all of the issues raised in the posting in relation to the care have been responded to. We have undertaken a significant improvement programme since the timeframe covered by the concerns and we provided a full response to the issues raised in detail.

The Trust responded to the complainants concerns for monetary recompense as referred to in the posting and advised as to the correct processes to be followed in relation to this.

I am very sorry that the complainant - the patient's daughter is unhappy with the factual response provided.

Leg injury treatment in A & E

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... 73 year old man fell and was in pain in lower leg and ankle. He attended A & E - no x-ray carried out. He was told to take paracetamol. Days later, still in a lot of pain he went back to A & E. He still didn't have an x-ray - he was given stronger painkillers and sent home. He is still in pain and finding walking difficult, but doesn't see the point of waiting for hours in A & E to be told to take painkillers he could buy from the chemist.

Response from Tameside Hospital

Thank you for taking the time to post your comment on Healthwatch.

In regard to us not taking X-rays on either visit, the usual clinical procedure is to physically examine the leg and check the range of movement and the ability to bear weight. If these findings are within a normal range (albeit that the injured part might still be painful), a diagnosis of muscular injury is highly likely and an X-ray not necessary.

On the second visit, although the pain was still present, it seems that the clinical findings were the same and therefore it was probably the right thing to do to increase the strength of the pain killers.

What is not acceptable is that it seems that nobody took the time and trouble to explain to you the reasons for not taking an X-ray nor talk you through the most likely cause of pain and give an estimate of when this might get better. This is a failing on our part and I am sorry about this oversight.

Staff are reminded frequently about the need to actively engage patients in conversation and explanations about the care and treatment they are receiving, and whilst this does happen more than 90% of the time, it appears this did not happen on either of your visits and I do apologise again for that.

Care of my mother

My mother has been on ward 31 for 8 days, this ward is supposed to be for cardiac patients. Sorry but it's not. I feel that the majority of patients have some sort of dementia, the ward is also supposed to be split one half men the other women, not so. men are wandering about half naked, using ladies toilets wash rooms. walking into women's bays at all times of day and night, not any of the nurses (and I use the term loosely) because I don't think any are actually qualified, not enough staff on ward to deal with patients. Many have a terrible attitude towards patients and visitors, if you have any questions nobody can give you a straight answer. can never get to speak to an actual doctor, so after 8 days still no further on with my mother's treatment. The ward is old, dirty only a few of the televisions work, as staff cannot find remote controls, absolutely disgusting, my mother was perfectly alert when first went into hospital apart from her heart problem. Now she is slowly on a decline due to complete boredom, and as for the meals, *slop* not food half the time you cannot tell what it is, that's if you actually get what you ordered, will now be asking to get my mother transferred to a different hospital. DISGUSTED WITH CARE, HOSPITAL AND STAFF!

Response from Tameside Hospital

I am very sorry to read of your experience. I have discussed with the ward manager & matron your comments regarding staff attitude, which we take very seriously. These are not the Trust values and behaviours, we would expect from our staff.

The ward will be spot checked to ensure that males are not using female bathroom facilities which should remain separate.

I will also pass your comments on to the catering department regarding the standard of meals.

Patients with Dementia are often admitted to hospital due to another health problem - not due to their dementia. Therefore we care for them in the area of specialty, as we aim to do with all patients.

If you would like a more personal response please can you contact Sarah Williams Matron 0161 922 6000 - switchboard and ask for Bleep 2002 or email Sarah.Williams@tgh.nhs.uk

Endoscopy appointment system and delayed diagnosis of bowel cancer

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... This lady's husband was referred to Tameside Hospital. Seen in MAU, told he needed endoscopy. They were going to keep him in for it, but agreed to his going home. No appointment received, telephone calls got vague "it's in hand" response, until on one phone query she was told she had the system all wrong. Her husband had to be seen in outpatients before endoscopy could be arranged. She said the person she spoke to was 'offensive', apparently blaming them. After this, her husband was seen by a consultant in outpatients who arranged the endoscopy (but had already seen a consultant in MAU!) Her husband was diagnosed with bowel cancer, treated, and is progressing well, but poor communication had caused a dangerous 6 week delay.

Response from Tameside Hospital

Thank you for your comment and apologies that we have not met your expectations. We are always striving to improve our communication and we are working with staff around behaviours and values expected from staff members. We have passed your comment onto the departments to ensure they learn from this. If you would like a more personalised and detailed response please contact our PALs services on 922 4466

Concerns about my partner's care at Tameside General Hospital

This story has been posted by Healthwatch Tameside on behalf of a member of the public. We have their details and will forward any comments to them, as they do not have an email address. They said... "Since the end of June, my civil partner, who has been at home for only four days in this period, has been twice admitted (by ambulance, at my request - once at four in the morning) to our local hospital with a liver condition, caused by diabetes and/or alcohol. So far, he has had over thirty litres of abdominal fluid removed (on four separate occasions) and has been put through so many different tests to ensure that he was medically fit. He has given so much blood that I joke that he must be on the Dracula ward. He and I have been most frustrated at his not being discharged after almost 6 weeks, in his second stay, especially when he sees fellow ward-dwellers being discharged in, seemingly, far worse/more fragile states. He has absolutely hated being in hospital, being treated like a child, having no stimulation, with an unchanging, most boring, daily menu. He requested to speak to

the catering manager, but has had no response. I, almost daily, take in things for him to eat - to offer some variety. The hospital has been on “special measures” (that is, failing) for several years now. The latest report from the inspectorate says that the hospital is “inadequate”, especially regarding patient care. Don’t I know it! Ward staff have the remarkable ability not to see you, while looking directly at you, and taking an age to carry out any request for help. It has been most challenging to find out what has been actually going on, because I hardly ever see the same faces two days running on my partner’s ward and I have been told so many different prognoses/stories. I have, politely, foot-stamped, demanding information, but to little/no avail. I couldn’t speak to his consultant, despite telephoning his secretary to ask for a face-to-face meeting, or telephone consultation. On one occasion, I managed to have my partner deemed medically fit to be referred to a local, intermediate care hospital, to get him mobile, that is, with physio treatment. However, he was there for only three nights, before being referred back to our local hospital for further abdominal drainage and tests. His possessions were kept by the intermediate care hospital, in the hope and belief that he might return within the 48 hours, for which his bed was reserved. I only hoped so. However, because he was kept in our local hospital for more than forty-eight hours, I had to go to the intermediate care hospital to fetch his things. As I write, my partner is still in hospital. I keep asking what I consider to be key staff relevant questions to be less informed than when I started the process. It is most frustrating and irritating. Even contacting PALS seems a fruitless experience, as I have found on the occasions I have contacted it. P. S. I contacted PALS again after having written this. The person I spoke to was most helpful and forthcoming. ”

Awful gastroscopy experience at Tameside General Hospital

I recently attended Tameside General hospital for gastroscopy procedure (I have had x 2 done previously). I feel upset that I felt unwelcome and an unfriendly atmosphere in the endoscopy room. The nurse in attendance sprayed my throat from the end of the bed and I could feel only half of my throat was anaesthetised. I was asked questions by the Dr whilst lying down and confused about the procedure and half of my tongue dead-end! I was retching a lot at first and my nose soon got blocked and I couldn't breathe through my nose, I didn't know that the tube in my mouth was so that I could breathe through my mouth. I got very panicky and was trying to ask the staff to wait a moment but was held still and kept being told to relax. I made a lot of retching sounds and felt very embarrassed and when the scope was removed I was left lying on a wet pillow and my face full of stomach liquids & saliva. The staff just walked out of the room & I had to ask the nurse who had her back to me for a tissue which seemed to be somewhat of an interruption to her record keeping. No-one asked if I was ok or if I needed anything until I was in recovery bay. I have never reacted like that before but I really did panic as I couldn't breathe! & I was so embarrassed at the time. I felt I was the talk of the unit and I am sure most other patients must have heard the commotion! I most definitely will never ever have this procedure done again even if my life depends on it. I remain traumatised by it and wake up sometimes in a panic about it.

Response from Tameside Hospital

Please accept our apologies for any distress that was experienced by you whilst receiving care on the endoscopy unit. The unit strives to maintain high standards of care therefore it is much appreciated that you have raised these concerns with us regarding your observations during your stay.

Your concerns have been passed to the unit and they are addressing them with the staff concerned.

If you would like to get in touch we will be able to look at the concerns you have raised Please contact Helen Howard Head of Patient experience on 0161 922 4652

Helen.howard@tgh.nhs.uk

Not offered tests and had to beg for investigations to be carried out

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... A young single mother with 2 children became dizzy and fell down stairs. Numb down right side. Went to A & E at hospital in another area but then referred to Tameside Hospital for further tests. She is a qualified nurse so was aware of the seriousness of her symptoms. Her notes couldn't be found at Tameside. She was not offered tests and had to beg for investigations to be carried out. Was eventually given ECG and 'cardiac tape' but no explanation about loss of sensation down right side of her body. Still has some weakness. Very disappointed with all aspects of care.

Response from Tameside Hospital

I am sorry to read about your experiences at Tameside.

I am concerned you felt you were not listened to and I want to let you know that we are working hard to improve our communication with our patients and people who visit our hospital.

If you would like this to be formally investigated please can you contact Sarah Williams, Matron Urgent Care & Cardiology. Telephone 0161 922 6000, Bleep 2002

Lack of understanding for dementia sufferer

Our mother has dementia. She has been diagnosed with advanced alzheimer's, and was admitted to hospital via ambulance recently. When she got there she was admitted to a medical ward which was totally wrong she needed psychological care. After spending a horrific 10 hours in A+E and another 25 hours in a chair in a television room and was given a sedative there and the family were told to sit with her, as it appears she was too much for them to handle. She had been allocated a bed nobody told us we were just left to sit with her in this television room. After which we had to leave for the evening. The next day following the tests they had done, came back normal and was promptly sent home being told there was nothing wrong with her because all tests had come back negative I. e blood/water. We knew she did not have a medical problem it's

her mind that is the problem, all these facts were known before she got to the hospital so why was she sent to the wrong department (to be ridiculed and taken the mickey out of by members of your staff?) Apart from the fact that her son was phoned to say they could not cope with her so could he come and try to calm her down, the reason we wanted to get her to hospital was so you could calm her down. We were told she would be sectioned because she is a danger to herself and others she is so aggressive, and then the next minute we get a phone call to say she's coming home. So much for the care that's given to people with this horrible condition. I read that people who are admitted into Tameside hospital with dementia wear badges to let people know they should be treated with respect and dignity. And we are still having problems with her not knowing who to turn to for help, there are plenty of people saying they help but this lady is really ill and needs proper care not just being passed from pillar to post. This is a cry in the dark can we get this lady some HELP. But I won't hold my breath as up to now it seems to me, you are hopeless.

Care at Tameside Hospital

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... This lady's husband is currently in Tameside Hospital. He has a previous history of colon and bladder cancer. He has had radical surgery to bowels and bladder. Treatment at The Christie and at Pennine Medical Centre excellent but if he ever has to be admitted to Tameside, he and his family have all been very unhappy with his care. Due to return home soon after treatment for Urinary Tract Infection and as usual his care has been sub-standard.

Response from Tameside Hospital

I am sorry that you are unhappy with the care your husband is receiving. This is certainly not the standard of care we expect for our patients. Without the details I am unable to establish where this process failed on this occasion

Can I please request that you contact Helen Howard, Head of Patient experience on 0161 922 5352 or email Helen.Howard@tgh.nhs.uk so that these issues can be sorted out for you.

GP is doing more for me

I was taken into tameside hospital was kept waiting for 4hours had a heart condition. I was sent to mauu ward and had my blood pressure taken in the middle I was woken to have an injection in my stomach. They thought I had a blood clot. My doctor sent me for xray in morning they looked at that but later on that day I was sent home by a consultant. Started a 24 hr urine collection never completed my own GP is doing more for me sending me for echocardiogram which could have been done when I was in hospital.

Response from Tameside Hospital

Many thanks for posting these comments; it is difficult to comment on an individual case without more specific details.

However from a clinical perspective, a decision to treat and or discharge is based on the clinical information and how the patient presents on the day.

If you would like this looking into further please can you contact PALS and complaints department in order for us to address your concerns?

Telephone:0161 922 4466

Palsandcomplaints@tgh.uk

Lack of communication between hospital and district nurses

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... Elderly man had day care surgery in Tameside Hospital and was told the dressing had to be changed after 48 hours and District Nurses would visit to do this. After over 3 days they had not visited. Wife repeatedly phoned and left messages to which nobody replied. Husband was in severe pain and couldn't walk, so was unable to get to GP for dressing removal. Finally family member removed dressing.

Response from Tameside Hospital

Thank you for your comments. This is clearly not the standard of care we expect for any of our patients to receive. We take concerns very seriously and can only improve if we are made aware what is going wrong from the patients perspective. We will share your concerns with the district nursing services.

The experience has been very difficult emotionally as well as physically

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... This lady has two children aged 3 years and 9 months. After very traumatic first labour (large baby stuck in birth canal then emergency C-section), she received no help or advice during second pregnancy about whether she would need another C-section. In hospital (Tameside Obstetric Dept.) doctors did not read notes and there was no discussion with her or her husband about her problems during first labour. Finally she had another section. She now has an abdominal hernia and has been told the muscles may never heal. She cannot have any more children. She approached PALS about total lack of sympathy and compassion from hospital staff and midwife but feels she has not been taken seriously. She was very distressed during labour to realise none of the staff knew if she should be having a C-section or not, even though there were notes in her case file from her previous pregnancy and her second one. The experience has been very difficult emotionally as well as physically and she feels betrayed and disillusioned with health care at Tameside Hospital.

Response from Tameside Hospital

We are sorry that you have had such a negative experience with maternity services. In these circumstances we try to talk with the mother about what has happened

previously and the reasons why it happened. Which should include information about any potential future pregnancies and birth.

Unfortunately a complication of major surgery is the development of a hernia but this can be repaired.

As part of the discussions that should take place in any future pregnancies it will include revisiting previous experiences to try to confirm the reason for the previous caesarian section and discuss the most appropriate pathway for this pregnancy. I can only apologise that we do not seemed to have supported you in this way.

We would like you to come and meet with an obstetrician and a senior member of the midwifery team to discuss your concerns and worries at a time convenient to yourself. This is really important for you and for us to ensure that anything like this does not happen again.

If you contact Anne Haggerty Matron on 0161 922 6173 or PALS team on 0161 922 4466 so this meeting can be arranged.

My partner still upset after several months

After being induced, my partner was moved into a ward due to lack of space, which we were OK with. Once contractions started we were advised to have a bath which we did and my partners waters broke during the bath. I sought assistance and was told "no, she's not in labour, I should know love". We were then left alone again. My partner was in great pain and the midwife then reluctantly checked to find that she was in fact 6 cm dilated. They laughed at this and went to fetch gas and air. They came back after some time laughing and saying someone has moved it and no one can find it. Eventually we were moved to the delivery suite. As my partner was induced, the contractions were constant with no gaps in between. The midwife decided she needed Pethadine, even though it was late on. The babies heart rate slowed too much so a doctor was called. Forceps were tried by a very rude lady who shouted at my partner and thrust a form for her to sign even though she wasn't able to do so. I had to stop the bed being dragged across the room as she was pulling so hard. She was constantly saying "this is a waste of my time, she's not trying". I was then pushed out of the way with water spilt over me and told she's going for an emergency c section and a doctor is driving in as the baby isn't well. Blue overalls were thrown at me and I was left in a toilet to get changed not knowing what was happening. The rudeness of some staff left me furious and my partner still upset after several months.

Response from Tameside Hospital

Thank you for taking the time to post your comment, without specific details it is really difficult to comment on this situation. This is not the standard of care we expect for our patients. If you would like to get in touch, we will be able to look at the concerns you have raised. Please contact Anne Haggerty (Matron) on 0161 922 6078

My child's well being

My child was admitted to children's ward through a and e with really bad skin condition which was infected. My child is only 2 years old and is really suffering with the condition all I wanted was for them to help relieve discomfort, but the response I got from the doctor in charge was... what do you want me to do its Friday? In the end I left the hospital after a promise of a referral appointment to dermatology by Monday. No one contacted me back and when I tried to chase the appointment up the appointment had not been made despite me having it in writing on the discharge notice.

Response from Tameside Hospital

Thank you for sharing your experience, Stephen McLaughlin Divisional Manager for Children's service has been made aware of the clinical care and support related to your child's hospital visit.

Stephen is revisiting the discharge information and appointments and is personally monitoring the arrangements around a dermatology review

Stephen can be contacted on 922 5256 if you wish to discuss this in more personal detail.

Delay in reacting to a problem resulting from a hip operation

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... In September I had a new hip on the elective ward at TGH. As a result of this operation my operated on leg is now 26mm longer than the other leg. It took the hospital 3 months to get me in to measure this. In the meantime this was putting pressure on my other leg and I had to buy my own spacer for my shoe to try to alleviate this pressure. The surgeon said that this was a risk I took and signed the form to consent to that risk. I don't remember that being on the form. They are going to make something for the shoe on the other side but not until February. I am angry about the delay and also by their attitude - they don't seem bothered at all about the time delay.

Response from Tameside Hospital

Thank you for taking the time to post these comments. I am sorry that you have found the process poor and not to your satisfaction.

We have shared your experience with orthopaedic business manager Sarah Bradbury. It is difficult for her to comment in detail but she has provided information around the consent process and cancellation procedures. Patients are given an appointment to attend clinic for consenting and this is done either by the consultant or his /her middle grade usually several weeks before they are given a date for admission.

In relation to cancellations Sarah has described how we try and manage this; it depends on the reason for the cancellation and who cancels. E.g. if it is due to bed pressures and is done the day before admission it is either the business manager or the consultants secretary who cancels. We always inform the patient of the reason. If the cancellation is as a result of something arising out of pre-op then it would either be a

nurse or possibly the secretary. If it is the latter then the secretary would give the patient as much information as they could.

If you want a more personalized response please contact Sarah Bradbury Business Manager on 922 4105 or email Sarah.Bradbury@tgh.nhs.uk

Fractured arm or not?

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... (told by aunt) 21 year old girl injured her arm. Went to Tameside General Hospital for x-ray. First told it was fractured and a temporary plaster applied. A week later told it wasn't fractured, and a full plaster was said to be unnecessary. Still in pain, not sure what to believe. Afraid it may be fractured and may be making it worse by using it. Feels staff at TGH don't know what they are doing. Won't go there again.

Response from Tameside Hospital

Thank you for letting us know of issues regarding a query over a fracture you had during a recent visit to Tameside Hospital.

Without details of the case, it is a little difficult to know exactly what went on. The following is only therefore a supposition rather than a full explanation.

1. It is not unusual for a fracture to be 'missed' until the x-ray is seen by senior radiologist, but it is quite unusual for a fracture that is not actually there to be seen and a plaster to be applied
2. It is essential to know who, and in what clinic/hospital the patient was told that there was no fracture before this can be investigated
3. If the pain continues and does not resolve, then we would urge the patient to return to AE or to see their GP as soon as possible. If there is a fracture, then any movement will cause pain and automatically stop the person using the arm so the risk of making things worse is low.

We would encourage if at any time a patient or relative/carer does not understand what is going on or is unclear about treatment, they should ask the doctor or nurse treating them for a full explanation (although that should be given as a matter of course). In the unlikely event that an adequate explanation is not given, then the person should request that they be seen by the senior nurse or doctor in the department at that time. We can guarantee that any such request will be complied with politely and immediately. It is your right to know everything that is happening to you.

I apologise that this is a general overview rather than specific to your niece. If you require a more detailed explanation please contact Sarah Williams Matron on 0161 922 5201.

Knee replacement surgery at Tameside Hospital

This story has been posted by Healthwatch Tameside on behalf of a member of the public. We have their details and will forward any comments to them, as they have not provided details of an email address. They said... This 71 year old lady recently underwent knee replacement surgery at Tameside Hospital. The pain is now worse than before the operation. She was in hospital, then rehab, for weeks. She had an infection in the wound but wasn't told until the physio detected it. Admin was very poor - appointments weren't sent, an op was cancelled late the night before she was due to be admitted, after she had made several personal and family arrangements. She is now "knock-kneed" and can't fully straighten or bend the knee even after many sessions of physio. She saw the consultant at a follow-up clinic but felt he did not listen to her. She is considering making a formal complaint.

Response from Tameside Hospital

I am sorry to hear of your complications following your surgery.

I am concerned you felt you were not listened to and I want to let you know that we are working hard to improve our communication with all our patients & visitors who visit our hospital.

Without this lady's specific details it is difficult to comment. If this lady would like this to be investigated further can I ask her to contact Helen Howard Head of Patient Experience on 0161 922 4652 or Helen.Howard@tgh.nhs.uk

Bad experience on Elective Unit

Had TKR a few weeks ago at Tameside Hospital. It was a total nightmare. No complaints about Surgeon - he was excellent and my operation seems to be a success which is more than I can say about the care and dignity on the Elective Unit. It just didn't happen for me I'm afraid. My physical scars are healing but my mental scars are not. The spinal injection failed on me so I had to have a general anaesthetic so I didn't get back on the ward until 6pm. 30mins later my visitors arrived to find I had wet the bed. The nurse changed me because my daughter asked her to. That evening I was buzzing the nurse constantly because I was wetting the bed. Although the spinal hadn't worked for the knee op, I was still numb to the top of my legs so I was unable to control my bladder. Next day was the start of my nightmare. I had the staff nurse shouting at me for not telling her I was in pain when the reason I was in pain was down to apparent medical error. So I was prescribed morphine every 2hrs but the nurses refused to wake me when the medicine was due so I had to set my phone alarm instead. I was due a dose of morphine at 5pm. I buzzed at 5pm and 5.15pm to be told by two auxiliaries each time that she (presumably the nurse) was on her round. It was 6.30pm when I eventually got my morphine and all that time I had been in agony. I felt like it was intentional to keep me waiting. This apparent bullying and humiliation went on for about 4 days. It was as though I had been sent to Coventry. I can't forget what happened to me. I had no staff nurse or Ward Sister showing me any care at any time of my stay. Dignity just doesn't seem to exist on that ward and I think it's a farce that the unit displays a Dignity in Care award. It's disgraceful and serious malpractice in my

opinion There were a couple of members of staff that were very good, especially Vicky. The others I met need to take a leaf out of her book and if not, be retrained or more aptly dismissed due to lack of care and dignity. I have posted reviews on TGH websites but have not received a response from the Trust so I have resolved to take this further to protect other unfortunate patients who may be vulnerable on that unit.

Response from Tameside Hospital

Please accept our apologies for any further inconvenience, distress or problems that were experienced by you whilst receiving care on the Elective unit. The unit strives to maintain high standards of care therefore it is much appreciated that you have raised these concerns with us regarding your observations during your stay.

The Trust takes care to ensure that important matters such as a patients pain levels are correctly monitored and on this occasion your expectations were not met. Please accept our sincere apologies as we are disappointed that your experience has not been as positive as we would like.

We would like to assure you that since receiving your complaint every member of staff within the Elective unit will be made aware of your observations and it will be discussed at our ward meeting and divisional senior meeting.

Response from patient

Although I am grateful for a response, and a positive one, I still don't feel as though I have closure. There are so many things I still need to say such as the rest of the nightmare I experienced. And it is those Staff members who were directly responsible that should be saying sorry, not just the Heads of Nursing. My family were treated abysmally too, but who knows that, and more importantly, Who cares?

I would expect a meeting with the ones involved, to understand the reason why they behaved the way they did and to hear THEM say "Sorry" to me and my family. I may, then feel that the trauma of this awful experience can gradually be erased from my mind.

Response from Tameside Hospital

Many thanks for your latest comments. Please can I ask for you to contact me so we can help resolve your concerns?

Helen Howard Head of Patient Experience 0161 922 4652

helen.howard@tgh.nhs.uk

Response from patient

Would it be possible to contact Helen Howard on Friday

Response from Tameside Hospital

Please feel free to contact me on Friday. If I am not available I will ensure a message is taken and I can return your call.

Kind regards

Helen Howard

Head of Patient Experience

Response from patient

I rang the above number at 3.50pm (Friday) however there was no response and no facilities to leave a message. Please advise further.

Response from Tameside Hospital

I'm so sorry I missed you on Friday. I was away from my desk. Please can you contact me again. I have made arrangements with the ward manager to meet with you at your convenience.

Kind regards

Helen Howard

Head of Patient Experience

In patient experiences at Tameside

As the wife of an in-patient at Tameside Hospital during May and June this year, firstly on ward 46 for four and a half weeks, then after being home for a week back into ward 31 for over two weeks, I have been appalled at some of the incidents that have occurred during my time on the wards. The shortage of staff being partly to blame, a lack of correct communication between members of staff and illegible notes in files that even other members of staff cannot decipher, and also problems with language barriers. It also appears that due to 'Hospital Protocol' and Health and Safety regulations, basic common sense is not allowed in a lot of situations. Having been with my husband on the wards morning till night during his stays I have picked up a buzz of discontent amongst several of the staff, who would agree there just are not enough 'hands on' staff to work efficiently. When agency staff are used matters get worse, many having far from perfect communication skills with the English language, which makes things difficult for patients and staff alike. Within 24 hours of admission, my husband had sustained two skin tears and a bruise on the back of his head although I had stressed to all concerned that his skin is very fragile on his arms and even a gentle grip would cause damage. By the time he was discharged he had several dressings on both arms due to skin tears, in my opinion unnecessary, I have handled my husband at home for over two years in this condition and have only ever caused skin damage once, this taught me to 'Handle with Care'. He was padded up for weeks, although I had made it clear that he was totally continent and could use a urine bottle if assisted, consequently he was constantly wet through and his skin became very fragile, his bowels had not been opened for approximately 10 days after admission, I had mentioned this to staff several times, he was eventually given an enema, which got things moving, but then he was plied with laxatives and lactulose, which then caused uncontrolled bowel movements in pads, until 2 days before his first discharge when I asked for a commode, which is probably how he contracted U T I. There seems to be more concern with weighing patients and taking blood sugars which in my husbands condition at the time were fairly irrelevant, but look good on paper, than individual

personal needs like has a person passed urine or had a bowel movement. Regularly during both stays my husbands feet were jammed against the bottom of the bed, with protective heel pads part way up his legs not on his heels, and his heels not raised off the bed, I had mentioned this on each occasion to the staff and the ward manager, on one occasion his feet were bruised by pressing on the pump fixture at the base of the bed, but it still continued to happen. There were errors in documentation on files, age 89 not 85, one statement said 'moves himself', which would indicate to staff that he did not need moving or repositioning in bed, 'I wish! , amongst other mistakes. My husband was put on a strict fluid restriction of 1 litre a day to include allowance for food, but behold communication from persons unknown changed this to one and a half litres, I queried this with two members of staff to be told it was correct as it had come over at handover, I checked with the doctors who said it should not have been altered, but no one knew who was responsible. On one occasion I was told they were moving my husbands bed where they could see him, this was another patient, another occasion a nurse came to put a bed pan under my husband, yet again, wrong patient, had I not been there he would not have known any different, another I was told in the morning he had had antibiotics for a U T I, including what sort they were, when I asked if he was to have them at lunch time I was told he was not on antibiotics, nurse said she had got confused it was another patient! There were several errors with medication which had I not been there would probably have passed without notice which I find inexcusable, I pointed this out to ward managers and staff, one of the occasions his tea time medication had been missed, which included warfarin and I N R was out of range, the member of staff had gone off shift, the medication had not been signed for but no one knew whether or not he had been given it, I knew he had not as I had only left the ward for a couple of minutes, it was eventually given to him as I insisted I knew he had not been given it earlier. During the first stay, hand hygiene between patient contact was not adhered to, again I spoke to the ward manager about this. Also during this stay a 94 year old man was taken into the toilet by an agency worker, who left him there and went off his shift without telling anyone, fortunately after 20 minutes another man on the ward heard him and went for a nurse. Although on thickened fluids due to dysphagia, my husband was given unthickened drinks several times, put into bed on an air pressure mattress and chair without the pump being on, an oxygen line left off after a procedure which I put back myself, only little things but still important. One day I arrived to find my husband naked in bed with just a pad on and a sheet covering him, no one knew how he came to be like this, I was told perhaps he was to warm, nevertheless, where is the dignity in that? , another 2 occasions I found him with a bottle in place under the sheets, but again nobody knew how it got there. During the 2 stays 2 pairs of pyjama bottoms and 2 towels mysteriously vanished I presume with the hospital laundry, for which I blame myself, I should not have taken them in the first place. Some recordings in files were illegible even other staff could not read them, no wonder there are breakdowns in communication, if they cannot be read why bother to log them? Surely patient files are supposed to be records of their treatments and what is going on, what is the point if they cannot be read and understood? If a bottle or commode was required, more often than not by the time staff had done what they were doing, and five minutes turns into half an hour, it would be too late, no disrespect to the staff who often needed more than two pairs of hands! My husband had a sheath on at night at my request but to use bottles in the daytime, sometimes it

would be on, sometimes not, sometimes left on half the day, surprisingly one member of staff had no idea what a sheath or convene was when I asked for it to be taken off, another had never had to put one on or take one off as it was not part of their training! On both occasions after having problems with bowels and urine incontinence, after 24 hours at home there was no longer a problem my husband was back to toileting during the day and using a bottle at night, so why did this happen in hospital? Even to the last when preparing for discharge, the person assessing for social input at home, got half way through filling the forms in and said 'so you are Elsie?', that is not my name, she was filling another patients form in, and to add insult to injury, even though my husband was discharged medically fit but going home before the care package was in place, I was assured by the ward that the referral would continue as they were just waiting on Cara contacting them, I had a friend coming in to help in a morning and son at night, after 4 days and hearing nothing, I phoned Cara who knew nothing about the referral and so gave it up as a bad job. I spoke to hospital inspectors during their 'planned visit' it was quite obvious that an inspection was pending although I had not been told about it, by the amount of staff on the ward running round like 'headless chickens' printing, sticking charts on walls, filling in bits of files that should have been done earlier, all to look good for the inspection, needless to say all this was at the expense of the patients welfare. Two weeks after admission I was asked to sign a valuables disclaimer, and also if my husband had his own teeth, a little late I might ask? What is the point in giving advance warning of an inspection, surely they need to see things as they really are. I could go on, there were lots of other things with other patients, but not for me to say, common thought seems to be 'we don't like to complain in case the patient suffers for it' although I know relatives of two other patients on the ward were putting in complaints. Surely there should be some 'plan of action' for each individual to be easily seen and understood by all members of the team, which would avert the inconsistency. Two years ago we had a similar experience at this hospital, which I had logged daily, but had not got the spirit to complain, but feel this time I can not remain silent. I must add that the medical teams have been extremely good, and most of the staff have been good, there just are not enough of them, some go 'above and beyond' what they are paid to do, some work with 'their heads and their hearts' and my thanks go out to them, some do their jobs efficiently, and others just seem to have been worn down by the system. My experiences over the past few weeks have been 'soul destroying' and leave me with little faith in the hospital or the N H S. I am hoping that this get 'read and digested' Hopefully and sincerely.

Response from Tameside Hospital

On behalf of Tameside Hospital NHS Foundation Trust I would like to extend my sincere apologies. Without having the personal details it is difficult to comment. I would like this to be investigated in more detail.

Please can I request that you contact Lindsay Stewart, Deputy Director of Nursing or Peter Weller, Director of Quality and Governance on 0161 922 5352 or email Lindsay.Stewart@tgh.nhs.uk or Peter.Weller@tgh.nhs.uk so that we can arrange for someone to meet or discuss with you.

Once again please accept my apologies

Response from wife of patient

Following my complaint regarding Tameside hospital, although nothing can take away the past, I must follow up with my more recent experience. Firstly I had a good response from hospital management, who took my complaint seriously and acted appropriately, therefore I would advise anyone with an issue to make it known.

Removed from patient list as a result of a complaint

This story has been posted by Healthwatch Tameside on behalf of a member of the public who asked not to have their name published. They said... This lady complained about her former NHS dental practice - Lees of Henrietta Street, Ashton-under-Lyne. She was seen by a new dentist who had been taken on, who missed her dental nerve twice when injecting and paralysed her face. The same dentist was very rude to her daughter. After these two incidents she complained, but as a result was removed from the patient list, and left without a dentist. (Healthwatch Tameside has provided information on how to find a new dentist.) There was a third incident involving this lady's sister, who was charged twice for the same work. She returned because the first root treatment had failed. At the time this story was told to Healthwatch, the sister had not pursued this with the dentist, although her family were urging her to.

Acknowledgements

All the information contained in this report has been provided by people who have accessed services provided in Tameside, and/or who live in Tameside. They are sometimes referred to service providers located outside Tameside.

We would like to thank them for sparing the time to share their experiences. We have done our best to keep the anonymity of these people (apart from Patient Opinion stories which are stated exactly as they were published online).