

**The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust**

**2013 National Maternity Survey
Comments**

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The questionnaire included a section where patients could make comments in their own words about anything else they would like to tell you about their maternity care.

The comments received for your Trust are set out overleaf.

The comments have been pseudonymised and proofed. Firstly to remove details that identify patients (as far as is possible) and secondly to remove any names of staff or wards.

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I cannot praise the staff within NICU and ward [name removed] enough. I received fabulous care throughout my stay. I was made to feel very looked after, nothing was too much trouble. My care whilst pregnant was also superb, receiving extra care due to diabetes. I was treated as an individual with the utmost dignity and respect. Superb people within all departments. They all claimed they were simply "doing their job." I, however, felt they went out of their way to give exceptional care.

I was really happy the way I was treated in hospital. The staff on ward, labour, special care - even down to the cleaners. They do a great job! The cleaners do a great job - the bathrooms, toilets were always very clean. My room was cleaned daily, even my bedding changed. I spent nearly 2 weeks in hospital so I got to see a lot of what was going on and I was really impressed, 10/10.

Never saw the same midwife twice. This inconsistency meant I had no confidence in service or advice. Worries following previous problem pregnancy and traumatic labour not listened to at all. Would definitely be worried about any future pregnancy.

I had a very quick birth and my experience was completely positive. I was treated with dignity my wishes respected and my midwife made me feel safe and happy immediately. My older son [age removed] was made more than welcome on the delivery ward after the birth and all staff spoke to him first and everyone had time which I feel started the children's bonding process in a brilliant way. Our midwife was [name removed] and she was absolutely fabulous. A very wonderful experience for our whole family. Thank you QE Kings Lynn.

There was no midwife service at my local surgery in the village. I had to travel to another surgery 8 miles away to see the midwife each time. Not good in bad winter weather. Also no health visitor services anymore. Having to travel 10 mile each time to get baby weighed and no private areas for confidential talking. Fell that services have greatly reduced since having my last baby. Don't know how this would be for people with no transport.

I felt overall the maternity care was excellent. However, there are 2 issues I would like to raise:- (1) Directly after the caesarean my son was not put skin to skin with me. Whilst I was in the ante room, post op, I was perfectly capable of this. he was instead taken and dressed. (2) Secondly I feel that the care workers were at times over zealous. One care worker bathed my son without asking me (I did not want to bath him for first week). they also tried to take over bottle feeding him when again was more than capable to do this. At one point I actually demanded that I, his mum, could and wanted to feed him. I would suggest they always ask the mum.

I couldn't have asked for a better experience all the midwives, nurses and doctors were brilliant, they always had time for me and my husband and were kind, friendly and supportive.

Overall I was very pleased with the care I received from all areas of maternity services. I planned to have a home birth but sadly in the end this was not possible however the staff that cared for me during my labour were absolutely excellent. They were very respectful and considerate, I was most grateful. I was disappointed with the cleanliness on the ward. The cleaner came but was not very thorough. When I asked her if she would like me to move my things for her to clean she said no she would go round them in the night. I found 2 toilets in a disgusting condition, one covered in blood. Approximately 5 hours later I visited the toilets again and they were exactly the same. This let down otherwise excellent.

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I felt that the two midwives in the room were senior but unprepared to listen to me & what my body was telling me. After already having 3 births I knew when to listen to my own body.

Most of the midwives, nurses etc. were excellent and provided me with really good care. However there were a couple that were too pushy and didn't seem to have time. consistency of care between staff is important. The night staff were far less helpful and supportive than the day time midwives and nurses. my care prior to and throughout my labour was excellent.

My daughter was born at 36 weeks, and was given extra neonatal care on the ward as she was 4lb 5oz. The neonatal team also visited at home and I think this is a brilliant idea. They was fantastic and it also meant she could come home earlier.

6 week check with GP was poor, did not read my birth notes thoroughly.

Overall me and my partner both were really happy with our care, during and after pregnancy. Would have preferred more choice of dates offered for the antenatal classes. My baby was born at tea time and by the time I had been stitched up and came round a bit it was time for my partner to leave - would have been better if he could of stayed with me on the ward for longer just for the first night, very overwhelming - but saying that the midwives/nurses on the ward couldn't have been more helpful and reassuring.

I really wanted to breastfeed and found the advice very hit and miss in the hospital. Some staff very helpful, others not so. I also think staff need training on how to insert a cannula! I would have found it hugely beneficial if my husband could have stayed in hospital with me after the birth (not gone home at night). I know this is an option in some hospitals. I would have paid for this option.

I feel that breastfeeding should be spoke about a lot more than it is. More support and info before baby is born so that more people may decide to feed baby themselves.

I gave birth at the QE Kings Lynn and rate the delivery suite very highly. Great support and care. But the care on the ward after was not great! Very little help and support from the 1 healthcare assistant and midwife with helping me to breastfeed, especially in my opinion the healthcare assistant has the totally wrong attitude. I work within the care sector and would definitely not employ her. Mums are very sensitive and she made no effort to make you feel good. Also I feel that the health professionals are putting way too much pressure on mums breastfeeding! We know breast is best but it doesn't work for everyone! On the ward at QE you were made to feel very bad if you bottle-feed. So wrong.

While I was in labour and giving birth. I had some great midwives. I couldn't be more happier with the help and support they gave me, but as soon as I was put on the ward after birth my emotions soon changed the midwives on the ward didn't listen to me and I feel they didn't care about how I was feeling and all I wanted to do was go home but they dropped it out and I was left there crying and begging them to let me home in the end I walked out with my baby. When I did this they suddenly had the time for me and within 10-15 mins it was sorted out for me to go home. I was not at all satisfied with my stay on the ward.

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My antenatal care was fantastic, my postnatal care whilst in hospital was terrible. The midwife that "looked after" me was disapproving of me bottle-feeding my baby. The second night I was in hospital, the midwife did not realise I had a C-section & made me ask 2/3 times for painkillers. I was moved around to another bay at 10pm at night! The midwife made me wait 30 mins for milk even though my baby was crying for a feed because they were "too busy" to get it. I pushed to leave hospital earlier than I needed to because of the above.

Not too happy that hospital wanted to send my husband home and me to ward as progression was slow when I was only patient on delivery suite at the time. Upset me a lot.

Queen Elizabeth is the best maternity hospital in my area. Staff were always helpful & understanding.

Maternity Aftercare Ward: Felt I didn't get much support. I went to the help desk where staff were more happy to talk about their holidays than talk to me. I was asking about pain relief for after pains, they sent me back to take 30 minutes for staff to then come to my bed in the early hours while trying to feed, no sleep, my after pains caused light headiness I pressed the bell for some support. Midwife came assumed I wanted pain relief walked off before I could ask for some help. Come back later to inform I could not have any pain relief which I already knew. Delivery suite were fantastic. Shame the aftercare wasn't.

Labour was fantastic - the staff were consistently attentive & helpful & very supportive. I couldn't have wished for a better labour. This was my 3rd pregnancy and my antenatal care was also very good. Immediately after being moved from delivery to a hospital ward the care was diabolical. The midwives were rude & unhelpful. They forgot my pain relief by 10 hours after I consistently asked them. When I asked for a drink they said to "ask the housekeeper who comes twice a day!" I only wanted a glass of water. I requested to go home after spending less than 24 hours after my delivery.

I feel I should never have been discharged so early after being so poorly. I think I needed at least one more day as I had the twins and couldn't get out of bed until 28 hours later. I took up too much of the support-worker's/midwives' time through the night for feeding, nappy changing etc. I feel that I should have been put in my own room so my husband could stay and help with the care of my new-born twins to ease the strain off of the staff whom I took up so much of their time. When I was discharged, it wasn't done properly so the midwives weren't aware I'd been discharged, so the first day they should have come I had to phone at 3.30pm to see when they'd turn up. When they got to me (within 30 minutes) they said they hadn't received my notes and apologised. A better system is needed to ensure visits are done.

The staff, in general, on the hospital maternity ward were excellent. The midwives outside of the hospital however did not instil me with confidence in their abilities of thoroughness. The team of health visitors are wonderful, caring, compassionate & knowledgeable.

The care I received during my labour was fantastic and even though with all the pain I wanted to change my pain relief options my midwife talked to me and offered natural methods and a TENS machine meaning I stuck to my plan of only gas and air and afterwards I was very grateful she did as I would of been really disappointed in myself. During pregnancy I only even saw 1 midwife twice the rest of the time I saw different people. Although the care I received was fine it would of been nice to have had more consistency. I miscarried before this pregnancy and I think that helping mums earlier in pregnancy after miscarriage with more support/re-assurance in scan etc. would help to alleviate a lot of anxiety but understand the cost elements of this. The ward was far too hot!

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I feel although I had excellent service from the midwives and auxiliaries they were very short staffed and did take a while to get to people. But as I say the service they did was excellent and attentive once they arrived.

I cannot fault my care before and after the birth. But I needed more support from the point of being moved to delivery suite. I understand it was a rush and the early hours of the morning, but I was left to ask for my bags to be collected and brought to me and to ring my partner myself. I was left along not knowing what was happening. I shook from the moment I was told I was going to be rushed in for a C-section. I felt complete panic and needed to be reassured. It was a horrible experience. I was told to stop moving! I had no control over my body shaking as the spinal was being done. I needed a calm approach not a cross, abrupt one. And my partner hadn't arrived at this point. I needed support from someone else.

My whole experience was really good & positive & I felt confident that all the health care professionals knew what they were doing!

The midwife I had deliver my baby was very kind, she had over 30 years experience and she explained everything to me. She made me feel at ease the whole time. This was my fourth baby and the experience I had this time was much better than before. Every member of staff were very nice.

Overall I was looked after very well through my pregnancy and my stay in hospital. The on thing which wasn't so good is when I got discharged on the Friday from hospital. I didn't see a midwife Sat or Sun it was only when I took my daughter to the hospital the Sunday as her breathing wasn't right I found out that my notes hadn't been passed over. I was lucky as I had my husband and family to help me. I just wouldn't want a new mum to be left with no midwife. On her own as 2 days is a long time with a crying baby with no one to ask for help.

Post delivery of baby I had a bleed & was rushed to theatre. Received very fast, professional care although not a lot of communication as to what happened & why. While in hospital midwives & HV later once back at home offered more information than staff at hospital at the home. In area I have several 'teams' of midwives cover areas around the hospital. Postnatal I saw several different 'teams' & different midwife every time. Due to complications post delivery & care [word unreadable] I saw midwife several times but do feel if was same person was to of cared for me, I would of been discharged from midwife care & they would of had the confidence to do this earlier - instead last few visits I feel were not necessary.

I was working overseas when I fell pregnant and travelled back to the UK at 16 wks. I did have regular check ups but I have to say the midwife I had at this point was disinterested and I was lucky I had a very good pregnancy. She was not forthcoming with information and almost had a couldn't care less attitude. However, the care I received from the midwives during labour, after birth was second to none! I felt cared for and supported and that my baby was important. They were there when I needed them but did not take over which is great for a new mum when you do go home. Also I must say the theatre staff were fantastic too! After 37 hrs. of labour & a distressed baby I was a nervous & emotional patient and they were caring, reassuring and professional... they also had a sense of humour which was hugely important. The staff at the QEH King's Lynn were fabulous!

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Mixed messages regarding [word unreadable] in hospital. Thought tongue tie [word unreadable] short & could affect feeding when questioned why baby feeding so frequently I asked if tongue tie an issue. [word unreadable] different person told me not an issue. Also then told by midwife at home baby not tongue tie. Had post surgery infection no one actually informed me this is why on ITV antibiotics. Some midwives need to be more supportive regarding topping up with formula milk when in hospital if breast milk not yet come in enough for baby - tends to be older staff not so supportive.

Re Queen Elizabeth. Consultant - Mrs [name removed]. Specialist midwife - [name removed]. Both were fantastic, offering support, frequent scans and check up as previous problems during pregnancy, returned all calls - no faults at all. Midwives on ward. Overstretched, felt not enough staff when emergencies took place, not enough time to do check ups. Midwives on labour ward. Fantastic very supportive. Midwives in community. Lack of personal feel, due to different ones each visit unable to make phone contact just answering machine. Health visitors. Serious staff shortages. Baby 6-8 weeks review cancelled still waiting baby now is 18 weeks.

I really would've liked to have seen the same midwife each time I was visited at home after the birth of my baby - I think it is difficult to assess the progress of a baby that you have never seen before. The midwife who delivered my baby was excellent. I saw a few different midwives at the start of my antenatal care, but the same one from 22 weeks onwards; I wish I could have seen her for the entirety of my pregnancy.

I felt the maternity care that I received was exceptional. I spent 12 days in hospital prior to the birth of my 2nd baby and I was respected and listened to at all times. I understood the choices available to me and I cannot rate the midwives and doctors at the Queen Elizabeth Hospital, King's Lynn, Norfolk, highly enough. I am thankful to them for ensuring that my baby arrived safely.

Due to a previous complication free pregnancy & labour & no problems this time the midwife recommended considering a home birth. She was more than happy to discuss all my concerns with me (& my husband). We decided that we would go ahead with this option & it was the best decision we could have made. I was lucky enough to have the undivided attention of 3 midwives (1 student) who made me feel completely at ease through the whole labour. I would not hesitate to recommend this option to anyone under midwife care at the QE Hospital. It was such a positive experience!

Midwives [names removed] were amazing support and actively supported my partner to be hands on during delivery and made my experience comfortable. I was annoyed I had to get out the birthing pool due to low numbers of midwives and felt this took so much away from the birth I'd hoped for. Afterwards - on baby ward I was not offered any food from birth - breakfast the following day low iron and blood loss - this had an extra effect with no food. I was left mainly on my own and felt young mum given more time by staff waiting for confirmation [words unreadable] took 90 names [word unreadable] and ask midwives during delivery 10 / 10 - amazing.

My husband was sent home around 2 am. I was left alone in the dark till 5 am and had the buzzer ignored. I contacted my husband at 5.15 am to inform him they were going to break my waters. My daughter arrived at 5.47 my husband arrived at 5.50. He missed the birth, not happy.

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During my antenatal care I do not feel I was always listened to about the severity of my pregnancy sickness. I felt GP's, midwives and the hospital doctors did not take this seriously until I had to be admitted for it. My experience on [name removed] was a positive one in terms of my treatment, the only issue I have is that I had an epidural and although the doctor carrying out the procedure told me the risks I do not remember this as I was under the influence of gas and air. I am now having back problems from it and I cannot remember the conversation about this, although my husband tells me I was told this so I feel my consent was given when I was not able to give it properly, but I'm not sure the doctor could have done this any differently anyway so it was not [word unreadable] fault. The postnatal ward seemed understaffed so I did not get much input from them. Some of the staff were a little unfriendly. The [name removed] staff however were very kind and caring.

After I had my baby and put on the ward, my partner was not allowed on there with me. I was put on there at 5am and never saw a midwife until 8:45am. I felt very alone and as a new mum very nervous. I don't think this is acceptable for any mum to have to feel like this, I would definitely go to another hospital if I was to have another baby. But the midwife that delivered my little boy was amazing and she made me & my partner very comfortable. It's just a shame the aftercare was so poor. We also got mixed advice from different midwives that was very confusing.

Overall I was happy with the care I received, however, after being transferred from theatre to main ward. It took 2 hours for someone to make themselves known to me and my husband, when someone did appear my husband was changing our babies nappy (as I couldn't move after surgery) and was ordered to leave immediately as visiting hours had finished. Even after explaining the situation it still took a nurse a further 50 mins to come and see me, they were under staffed and the ward was full.

I would like to say while I was pregnant and when I had my baby I received superb care fantastic all the staff was great and so kind I would like to say thank you so much you was all fantastic. I would praise all the staff to anyone for their perfect caring of me and my baby. Thank you.

I would like to say the midwives on the maternity ward in the Queen Elizabeth Hospital, Kings Lynn were the best and I couldn't fault them. They listened to my personal questions and took them into account. They should be rewarded for their hard work. They looked after extremely well when I had my baby and treated her very well with amazing care and I couldn't fault anything.

Heacham, King's Lynn community midwife [name removed], was brilliant. All the midwives & nurses at QEH in the delivery suite were brilliant, kind, polite, helpful. On the maternity ward, [name removed] at QEH, some were brilliant, others were not so polite or friendly not always letting you know what they were doing/not doing tests on time. I have bleeding at 18 weeks and due to hospital regulations the midwives on the delivery suite couldn't see (had to be 20 weeks to be seen by them) so I had to spend 3 hours waiting in A&E until a spare bed could be found elsewhere for me to be checked by a doctor (from the delivery suite). I don't think this is acceptable at a very worrying time, when you need to feel safe, reassured and to find out what is happening as quickly as possible.

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An interesting comparison I made, my last pregnancy & delivery was in Scotland. After delivery I received far more visits from midwives/health visitors than this pregnancy in England. Also in Scotland the health visitors screen for PND - this was not really considered. Asked about with this pregnancy it has not caused concern to me but these were big differences in services in the 2 countries. I was low risk for both pregnancies & have not had any ante/postnatal problems in either. The staff at Queen Elizabeth Hospital King's Lynn were brilliant at ensuring I had a normal delivery. Much better experience of labour/delivery than [word unreadable].

My baby had tube feed inserted due to being [weight removed]. Ward was told by NUCU nurse how much feed to give in first 12 hours. Day 2 was awful wards policies and NUCU are not the same so was given various info from several different people - all different. Discharged myself - baby 30 hours after C-section. Felt I had no proper help and was forced to then feed my baby formula when I wanted to express (my baby had had 3 good sugar level tests but still would not take out the tube). No help given on day 2 and too much conflicting opinions.

While on the ward after having my baby there were times I was left in dirty bedding after telling a member of staff. Neither me or my son were seen by a midwife/staff member after repeatedly asking to see her and asking her directly. I also feel that I was given different advice on breastfeeding by different nurses and found this to be confusing and contradictory. Some of the staff especially the night staff were excellent.

I had a midwife who had never had a baby so was less supportive during labour. Also I asked for my waters to be broken as they were hindering my progress and this was refused. I then endured a 19 hour labour and now have suffered a prolapse due to the pressure of the waters.

Midwives could of listened a bit more towards my needs.

I was very impressed by the level of support I was given from the midwives for my antenatal care. However I was very upset and angered by the process leading to my delivery being induced. It became apparent to me that I would need to be induced and was concerned about the length of time left before this could begin. At term plus 8/7 I had an examination for a sweep but my cervix was still fully closed so this could not be done. I asked to be admitted at plus 12 days feeling that it could take 2 days from the start of being induced for the baby to be born. Having looked at research I was anxious for my baby to be born within term plus 14 days and no later. The midwife contacted the hospital at my request and somebody called me back. This woman was very rude and dismissed my concerns which upset me a great deal. She also assured me the process would not take 2 days. [Detail removed]. I was eventually admitted at term plus 14 days at 11.00 and my baby born by emergency C-section at 18.35 at term plus 16/17. Not only was this upsetting and frustrating for me but I was concerned for the well being of my baby being left so late. I feel this hospital policy of individual plus 14 days should be changed.

The care we (me, partner and bay) received from [name removed] midwife was absolutely fantastic.

The only issue I did have was whilst in hospital after giving birth, I was not offered any pain relief for my episiotomy scar. Also, I was told I could go home around lunch time but not actually discharged for another 6 hours! Very frustrating. Again, I was in pain, not fed and told them I needed to get home to my toddler but not listened to.

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In relation to E5, about feeding. My son has an issue with latching, so I used nipple shields in order to give him breast milk. Some of the midwives I saw were fine with this, while others seemed horrified! Other than that, all care during my pregnancy and labour was amazing.

My baby was early so I was on a [name removed] ward, he needed tube feeding every 3 hours. I was not shown how to do this so had to rely on the midwives. They kept forgetting his feeds and forgetting to take his blood sugar levels. In the end I made them show me how to feed as they left him as long as 4 hours. Also the thing I had in my hand from the drip was left in till the day I went home after constantly asking to take it out and constant disappointment when they kept saying to go get someone! My baby couldn't breastfeed after days of trying and constant asking to try a bottle and being refused. I broke down in tears when only then I was actually listened to next day I was [word unreadable].

If you first time mum, the midwife should explain more about the labour and looking after the baby afterwards. The midwife should explain each time what she will do and what that mean.

[name removed] (midwife) once I had given birth I asked for some help as I had a planned C-section. I needed help to feed and change my baby as I couldn't get up. She got me a bottle and I asked for help & she told me she didn't have time which made me cry & the girl in the next bed come to help then another midwife came & give me the help. But her attitude was disgusting and at a time when I needed the help & support she wasn't there and I think it's disgraceful and I told other midwives I didn't want her nowhere near me.

Midwives at the hospital after birth were very strict, which is good from one point of view. But from another point of view, they made me feel stupid. I felt like I was always doing something wrong, even if I did not. I did not feel like I [word unreadable] at home. I just wanted to run away quickly. Of course, you can't compare hospital and home, but I think some improvements can be done. Nevertheless, they did a good job and as a new mum I learned a lot from them.

During my pregnancy I was disappointed that I was not offered any antenatal classes. I was very nervous and unsure about baby care, that was my biggest worry. However I ended up having a C-section 5 weeks early and I am so impressed by all the help and care I received. The midwives/nurses and all the staff at Kings Lynn were amazing. Also the aftercare since leaving has been brilliant. You hear such horror stories, I've only experienced brilliant things. Thank you.

There was only 1 midwife to which spoilt my care when she came in and told me what to do when I had already had the baby and little one was 1-2 weeks old and I know my baby better than anyone. So advice is best do not tell or even stop me or anyone doing something!

When I was discharged from hospital it took way to long. Midwives started my discharge at 5pm but did not finally get out until 11pm and they would not let my husband onto the ward to collect me. I had to return the next day to collect my medication because they didn't have it all when I was discharged.

The healthcare professionals at both the hospital and local surgery made both my pregnancy & birth as comfortable as possible and I can't thank them enough for their support.

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The hospital wasn't clean, blood on the end of bed, didn't feel confident to complain. Didn't feel like my feeding choices were listened to, yes I wanted to breastfeed but was forced to continue despite my wishes to include formula, as baby not latching - turned out he had tongue tie. I wanted to [word unreadable] what happened. Lots of lovely staff though.

I cannot fault any of the midwives at Q.E. Hosp during my delivery & labour they were fantastic as was the consultant who came in to help assist the midwives as my son was stuck due to him weighing 11lb 4oz. The day I gave birth I was surrounded by a team of lovely caring & friendly & most of all extremely professional midwives. 10/10. No negative comments at all.

I am still very angry to this day how I was treated [word unreadable] my time on the ward. I went in the night before I gave birth and was told I wasn't in labour and got sent home. Went back in the morning and got told I should have stayed in the night before as I was 3 centimetres & waters had broken which was the cause of me and my son being in hospital for 5 days with an infection. I could have lost my baby because of this! Once I had got to the ward my legs were still numb so I asked a midwife to help clean my pad as was still bleeding a lot! I got a reply of "get up and go to the toilet yourself you're not ill" I felt very intimidated and alone also upset! I want something doing about this all. It was a foreign lady and I'm looking into suing about the whole infection!

Sometimes in the run up to the birth I did not feel altogether supported by the [name removed] midwives. The only number I had for them could only be used for one hour in the morning, so any questions I had or any concerns I just looked up online myself. Also there was a check up at 37 wks. and that was it, this is when I felt I needed advice most and felt left to fend for myself, I was led to believe you had a weekly app at that stage? On three occasion I was waiting for my app more than 1 1/2 hours due to language problems between the midwife and the person before me. This is not the midwives fault but then I'm in and out in five feeling like they've had enough and don't need to hear my problems also.

All was well.

On my induction day, my care on [name removed] ward was very disjointed and myself and my partner felt that we were left, and constantly put to the back of the queue despite being 15 days overdue. However, when we arrived on delivery suite the next day, the staff were incredible, in particular our midwife who was newly qualified (her name was [name removed]!) and they acted quickly when I needed an emergency C-section. My care afterwards on [name removed] was faultless. The staff were excellent and the food was great! I felt very safe and so glad I picked Queen Elizabeth. The wards were clean and I received all the advice I needed after my surgery. Please find [name removed] the midwife and tell her how amazing she is!

Everything was ok, perfect. I was happy in Queen Elizabeth Hospital. Very big thanks.

I really appreciated being told all my options before waters being broken as I was a VBAC. Previous time was emergency this time I elected a C-section on morning of birth for medical reasons (pelvic arch possibly too narrow). All staff were brilliant and really put me at ease. My only complaint was the physio before birth as I had SPD. I was referred for hydrotherapy but never received it. I would highly recommend Queen Elizabeth Hospital.

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Midwives both in and out of hospital did a fantastic job. I cannot praise them enough! In question B10 I answered no as at my antenatal check ups and in hospital at delivery it seemed to me the midwives were very pushed due to a lack of staff. They were not having breaks and had far too many ladies to look after. At no point did they complain just got on with the job, very admirable! It is the government cuts in the NHS that have caused this! They do a fantastic job and are not recognised for this. Staffing levels are inadequate yet they are still expected to give a high standard of care, which they do. Fantastic ladies!!

One the two occasions I have given birth at the QE Hospital I have been nothing but impressed by the care I have been given. Particularly on the delivery suite. This time I was disappointed by the fact I had 5 midwives leading up to the birth for my checks at the surgery. I really would have liked more continuity.

After my baby was born she would not feed. I expressed concerns to the midwives who said it was normal!! I was discharged the next day even though my baby hadn't eaten - which I had told the midwives several times. Within 12 hours of being discharged I I took my baby back to hospital as she still hadn't fed - I was sent home again to wait for the community midwife. the community midwife sent us back to hospital as by this time my baby was very sick from not eating. We spent a week in hospital, where the main issue with her feeding was not identified - a simple tongue tie.

Aftercare could be better. Sometimes felt I was bothering the midwives especially during the night / early morning when I used the call button. I had a C-section (not planned) and was not confident / strong enough to hold / pick up my baby. I was told I needed to move around more which was fine and I understood, but when it came to feeding and changing I couldn't do it. I felt the midwives didn't understand this and made me feel I was hassling them. Cannot fault the antenatal care! Was very impressed!
