

Positive Comments:

- + Patient advised that Nicola the Midwife on night duty was very helpful.
- + Impressed with all staff, all fantastic explaining everything.
- + Very friendly staff, patient felt comfortable to ask any questions, midwives very helpful.
- + Very happy to recommend PCH, very happy with care and the way midwives treated patients.
- + Transferred care from Nevil Hall, much happier at PCH, would definitely come back, staff very helpful and kind.
- + Have received brilliant care however, buzzer was not working last night - need to check if this is working.
- + Happy with care staff have been brilliant
- + Lovely midwives they are understanding and patient and go out of their way to
- + Would highly recommend Prince Charles Hospital Maternity Unit Kelly, Bella and Jade have been amazing.
- + Would highly recommend Prince Charles Maternity all the staff are lovely, have already advised friends not to be nervous Prince Charles Maternity is fantastic. Huge thank you to midwives, fantastic care, and putting patients at ease.
- + Well looked after from induction to labour to after care, staff have been brilliant and explained everything in detail.
- + Better experience than expected following the media stories.
- + Praise to midwife that dealt with an aggressive family in a calming manner.

Negative Comments:

- ✦ Staff all gathered around the desk laughing and talking extremely loud, patient had to get out of bed at 03:25am to ask them to be quiet and Noise at night from hospital clerks shouting for members of staff in the bays
- ✦ Staff very loud both day and night no consideration or compassion shown for those patient needing rest and sleep.
- ✦ Midwife had a very abusive manor and reduced a patient to tears - formal complaint being submitted
- ✦ Older midwives can come across very patronising, younger midwives seem to have a more caring nature.
- ✦ Delays in receiving medication.
- ✦ Patients overheard midwives talking derogatory about each other
- ✦ No consistent support with breastfeeding
- ✦ Patient notes and drug charts often going missing
- ✦ Babies' notes being mixed up with Mums notes.
- ✦ Patient had provided a urine sample but was not collected and had been left in the bathroom overnight.
- ✦ Patient having great difficulty walking to the bathroom but never offered assistance from staff.
- ✦ Monitors bleeping regularly throughout the night, delay in midwives attending
- ✦ Not enough space around the bed when monitors are in place.
- ✦ Noise at night from staff and monitors bleeping.
- ✦ Lack of communication between Registrar and Midwife.
- ✦ Other patients playing music loudly and talking on the phone during the early hours.
- ✦ Doctors need to be clearer when speaking to patients and listen to patient more.