



Participants' stories in their own words

Maternity

In her own words: Megan

Background

- Edmund was 11 days late. I wanted a natural labour so didn't listen to any advice on pain relief
- Had to be induced and really wasn't prepared
- I thought pain relief would slow my labour down
- Spent 20 hours in labour

Staff

- Could hear the staff laughing.
- Why didn't they explain anything?
- Told to have a shower to make me feel fresher afterwards. My baby was 'gagging' so I wanted the midwives to watch him. I was told to put him in the cot and they would keep an eye on him. I felt so uncomfortable that I just dipped my head under the water!

Afterwards

- Never wanted to go back to ABC Hospital so went to James Cook for my second and had a much better experience
- 2nd and 3rd labours were much better the midwives were lovely

Would I recommend?

- I didn't enjoy it personally and would always recommend James Cook over ABC Hospital.

Feelings during the patient journey

- “Felt I was stupid and didn't like the way they spoke to me”
- “Didn't understand and was afraid. They didn't explain anything to me!”
- “Felt out of control”
- “Wanted the staff to be like my mum”
- “Felt sure they were laughing at me”
- “Felt really let down as they said ‘You're only 1cm you know!’”
- “Quite depressed afterwards and frightened”



In her own words: Rachel

Care

- Lots of talk I didn't understand
- I had an epidural but didn't understand the doctor who spoke with a very strong accent
- I didn't always know what I was doing but there was help on hand when I needed it
- Didn't want to use the buzzer as I thought it would disturb someone
- Lady next to me had her baby taken away by social services
- Previous experience at Anytown
- I had my previous baby at Anytown and he cried all night.. I had stitches but spent all night walking around to try and keep him quiet..
- My stitches opened up and I was bed-bound
- I just wanted staff to tell me to stay still
- I just can't remember the first few months of my new baby from Anytown.

Staff

- They were nice and the post-natal care was good to

Would I recommend?

- Yes definitely!

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