



**Maternity
Services**
Delivering Excellent Care Together



Maternity Services Guide



**A guide to the services you can expect when
having a baby in Dumfries and Galloway**

This information is also available on request in other formats by phoning 01387 272711.

تتوافر هذه المعلومات في صيغ أخرى بناء على الطلب وذلك من خلال الاتصال بالرقم 01387 272711.

01387 272711 এই নম্বরে ফোন করে অনুরোধ করলে অন্যান্য ফরম্যাটেও এই তথ্য উপলব্ধ।

本資料亦有其他格式版本，請撥打電話01387 272711 索取。

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Na żądanie, niniejsza informacja jest dostępna również w innych formatach pod numerem telefonu 01387 272711.

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Ayrıca bu bilgiler 01387 272711 nolu telefonu arayarak diğer biçimlerde de sağlanabilir.

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Welcome

Welcome to NHS Dumfries and Galloway Maternity Services. We hope you will find this booklet helpful and informative. It is designed to be a handy guide to the facilities and services available throughout your pregnancy and after the birth of your baby.

For more information you can visit our web pages at:
www.nhsdg.scot.nhs.uk

In addition you will be able to access a copy of Ready Steady Baby, a guide to pregnancy, birth and early parenthood. This can also be accessed on line at: www.hebs.com/readysteadybaby.

These guides will answer many of the questions you will have about your pregnancy, birth and caring for your new baby. They will provide a valuable source of information and it is important to keep them safe for reference.

Useful Telephone Numbers

Women and Children's Wing, Dumfries and Galloway Royal Infirmary, (DGRI) Dumfries.

Antenatal Clinic (DGRI) Monday – Friday 09.00am– 4.30pm	01387 241200
Maternity Suite (DGRI) 24/7	01387 241231
Birthing Suite (DGRI) 24/7	01387 241207/8
Maternity Assessment Unit Labour & Emergency (DGRI) 24/7	01387 241211
Neonatal Unit (DGRI) 24/7	01387 241234
NHS 24	111 (free phone)

How to find us

**Women & Children's Wing,
Dumfries and Galloway Royal
Infirmary,
Cargenbridge,
Dumfries
DG2 8RX**



By car: DGRI is sign posted (hospital A&E) on all approach roads to Dumfries. The Women and Children's Wing is to the right of the main hospital entrance and is clearly signposted.

By public transport: There is a regular bus service to Dumfries and Galloway Royal Infirmary. For bus times please visit www.swestrans.org.uk / www.houstoncoaches.co.uk

The 500 Service from the west of the region will call into the hospital as it makes its way to and from Dumfries.

Houstons Coaches 111 service runs regularly from Dumfries to Dumfries and Galloway Royal Infirmary.

The Women and Children's Wing can be accessed easily from the car park at DGRI. It is possible for you to be dropped off at the main entrance, the women and children's wing is located to the right of the main hospital entrance.

If arriving out of hours there is an intercom system on the left hand side of the Women and Children's main entrance, press the department you are visiting to gain access. The Birthing Suite, Maternity Assessment, Maternity Suite and Neonatal Unit are located on the first floor and are clearly signposted from the entrance.

Travel Expenses

In certain circumstances you may be entitled to help with travel costs. You will need to provide evidence of your entitlement to financial assistance, together with proof of travel expenses e.g. tickets and receipts. The completed form should be taken to the Cashier's Office, which is located on the ground floor near the main entrance to the hospital.

The Young Patients Family Fund can also on occasion be accessed. YPPF is a Scottish Government fund designed to support parents/primary carers and any accompanying siblings under the age of 18 with the costs associated with visiting a young inpatient aged under 18 in hospital. Claimants must be ordinarily resident in Scotland.

Young inpatient - a baby, child or young person up to age 18 who is admitted to an available staffed bed in a hospital (either electively or as an emergency) and either: remain overnight whatever the original intention; or are expected to remain overnight but are discharged earlier.

Our Aims

To provide safe effective person centred care to meet the needs of each mother, baby and family within a friendly and caring environment.

We believe that the care you receive before, during and after the birth of your baby is vital in making the experience as pleasant and rewarding as possible. To achieve this it is our aim that:

- You feel in control of all aspects of your care.
- You are able to make decisions about your care based on your individual needs and wishes, having discussed options fully with the professionals involved.
- You will be cared for by a team of midwives in the community to ensure continuity in antenatal and postnatal care. You will have a named midwife who will carry out the majority of that care.
- You will receive one to one midwifery care in established labour.
- Care will be provided by other members of the maternity care team and professionals from other health teams and agencies as appropriate.

Our Model of Care

To meet our aims you will be allocated to a team of community midwives and a named midwife at the start of your pregnancy. You will get to know them well as, in most cases, they will provide the majority of your care. The midwives will refer you to a doctor, or other health professional, as appropriate.

The pathway of your care will be discussed with you at your initial visit and the following options will be available to you:

Midwife led care

This means your antenatal and postnatal care will be carried out by your named midwife or the community team. Your care during labour, birth and the immediate postnatal period will be provided by one of the following, depending on where you choose to have your baby;-

- Midwives in the DGRI team if you choose DGRI.
- Your community team midwives if you choose home.

Midwives will carry out risk assessments throughout your pregnancy and will seek advice or refer you to an obstetrician, GP or other health professional if actual or potential risk factors arise.

Shared care

As the name suggests your care would be shared between midwives, obstetricians and/or GPs. Women with identified medical needs or potential problems would be advised to attend some consultant obstetrician clinics. You will not necessarily be seen by a consultant for every check – it will depend on the reason for needing to see him/her and the stage you are at in your pregnancy. In between times you will be seen by your team midwives and/or GP.

Specialist care

For some complex conditions, some care during pregnancy, as well as labour, birth and after you have the baby may be undertaken in specialist centres, usually in Glasgow or Edinburgh. In between times your local consultant obstetrician, team midwives and/or GP will take care of you.

Care During Pregnancy

Care during pregnancy, or antenatal care, aims to maintain and improve your health and to check the baby is as healthy as possible. We aim to pick up any potential problems early, so that they can be dealt with to keep you and your baby well. It will also give you the opportunity to discuss your choices for antenatal screening tests, for labour and birth, and to raise any concerns you may have.



We aim to provide you with the information you need to choose the care best suited to you and your baby. From the moment you first book for maternity care, plans will be made with you and can be changed with your agreement, according to your individual needs and wishes. Please feel free to ask your named midwife for information and explanations and discuss any concerns you may have at any stage.

If everything is straightforward with your pregnancy, you will only need to have ten appointments for a first pregnancy, and only seven for subsequent pregnancies.

Detailed information about your care during pregnancy, screening tests and any classes that are available will be explained to you by your team midwives. This is supplemented by written information, i.e. Ready Steady Baby and additional information leaflets, and will be available electronically through your Badger Notes portal. A range of antenatal classes are offered across the region, your midwives will let you know what is available locally.



Call the midwife

if you experience any of the following...



Spotting or light bleeding



Constant vomiting



Leaking fluid



Painful urination



Persistent severe headache



Swelling in face, hands or legs



Contractions or cramps



Itching, especially on hands and feet



Sharp or continuing abdominal pain



Pelvic pain



Blurred vision, seeing spots



Baby's movements slow down or pattern changes



High temperature

Getting help



You will find the number for your midwife and local labour ward on the front of your pregnancy notes.



You can also contact your doctor about any of the above symptoms.



If your symptoms are severe, or if you have noticed any change or reduction in your baby's movements, contact your local labour ward immediately.



Trust your instincts; if you feel something is wrong, even if it's not in this list, contact your midwife or doctor.



Tommy's
PregnancyHub
Pregnancy expertise at your fingertips

Published: May 2020 | Next review: May 2025

Find out more at
tommys.org/pregnancyhub

Early Pregnancy Assessment

If you experience pain and /or bleeding in early pregnancy we have an early pregnancy assessment service in Women's Outpatients DGRI Monday to Friday 09.00am to 4.30pm for telephone advice and assessment or a face to face appointment where necessary. Please call 01387 241266 during opening hours or Out of hours please call Maternity Assessment Unit

Day Care Assessment

Some problems that occur during pregnancy require to be fully assessed. In most cases this can be carried out without admission to hospital either in your home or in a healthcare setting. The care may be undertaken by one of your team midwives or a midwife from DGRI.

In Patient Care

If your condition requires you to be more closely monitored or to have more detailed tests, admission to DGRI will be necessary.

Maternity Unit Tour

The aim of the tour is to familiarise you and your partner with the facilities available to you both. This is normally conducted as part of a parent education session, but can be arranged for you individually by your team midwives.

Tours can be arranged at DGRI.

A virtual tour can be viewed online here:

<https://www.youtube.com/watch?v=gUFdQOeaZ7w&feature=youtu.be>

What you will need to bring into hospital

Along with an overnight bag for yourself and your new arrival(s)

Medication(s)

Please bring into hospital all your prescribed medicines including inhalers, creams, eye drops and any medicines bought from a

pharmacy, shop or health food shop including herbal remedies. You should expect these to be used as part of your treatment during your hospital stay.



Please ensure that you have enough repeat medicines for when you get home and if possible buy a supply of your usual painkillers e.g. paracetamol. Pharmacy will only supply new items at discharge not your repeat medicines, this will help speed up your discharge.

Where can you have your Baby?

At home

NHS Dumfries and Galloway offer home birth as an option and should you choose to have your baby at home you will be fully supported by your named midwife and community midwifery team. Please discuss your request as early as possible with your team midwives.



In our consultant led hospital

If you choose to give birth in DGRI, or if this is recommended to you, most of your care will still be provided by a midwife. A midwife may visit you at home to assess your labour prior to hospital admission however this is only able to happen during the day.

A midwife can support your birth choices and lead your care provision where you have a low risk pregnancy. A doctor may manage your care if complications are present or arise during labour. If all is well you may go home as soon as you wish following the birth.

In a specialist centre

For some complex conditions labour and birth will be advised to take place in a specialist centre.

Water Birth

Birthing pools are available in DGRI on a first come first served basis. Special pools can be hired for use at home, details can be found in Ready Steady Baby.

Birthing equipment

A wide range of equipment is available to support you during labour and birth.

If Labour Starts at Home

You should ring the Maternity Assessment Unit at DGRI when you think labour has started, even if you are having your baby at home. Your call will be dealt with by a midwife who will discuss what is happening with you and give you further advice.



It is necessary for you to plan your transport to hospital well in advance. An ambulance will be ordered for you by the midwife, **only** in the event of an emergency.

“Time to Talk”

Many women benefit from being able to talk about their labour and birth once it is all over. This can be done with the midwife who looked after you or with another midwife or obstetrician. Please do not be afraid to ask if you would like to do this. It is never too late, and you can also contact Angie Marshall, Lead Midwife who will facilitate this.

After your Baby is Born

If you have given birth in hospital, your length of stay and care you receive will depend on the individual needs of yourself and your baby. However if all is well there will be no need to remain in hospital.



It is also important that you let us know what your personal requirements are and what help you need. Do discuss your worries/concerns with the midwife as often as you need to.

Contraception will be discussed with you and your choice will be supported.

Your team midwives will provide or continue your care at home until you agree that you and your baby are ready for handover to Health Visitor who will be the named person for your baby from birth.

Your GP will be informed of the birth of your baby. Please make an appointment to see him/her six weeks after the birth for your post natal check unless you have an appointment to see an obstetrician. If you experience any problems prior to this you should contact your GP.

Feeding

NHS Dumfries and Galloway supports breastfeeding as the healthiest way for you to feed your baby and you will be given support and encouragement. However, we will support and help you in whatever method you choose to feed your baby.



A peer support network is in place for breastfeeding mothers, with support being given by volunteers who have themselves breastfed. Your named midwife will explain the network to you and give you written information about accessing the support. Alternatively you can visit our web page at www.dghscp.co.uk/maternity

Neonatal Unit

Some babies because of low birth weight, prematurity or other problems need to be looked after in the neonatal unit. You may know in advance that your baby will need to be admitted to the unit, or it may be a decision taken at, or shortly after, the birth.

If your baby requires specialist care out with Dumfries and Galloway he/she will be transferred to the nearest hospital with specialist care. At all times you will be kept fully informed about your baby's progress.



You may visit your baby as often as you like and the staff will involve you in his/her care. If you go home before your baby, you are most welcome to spend one or two nights in the unit with him/her before taking your baby home.

Visiting times are not restricted but in the interests of security a parent must be present if family members or friends wish to see your baby.

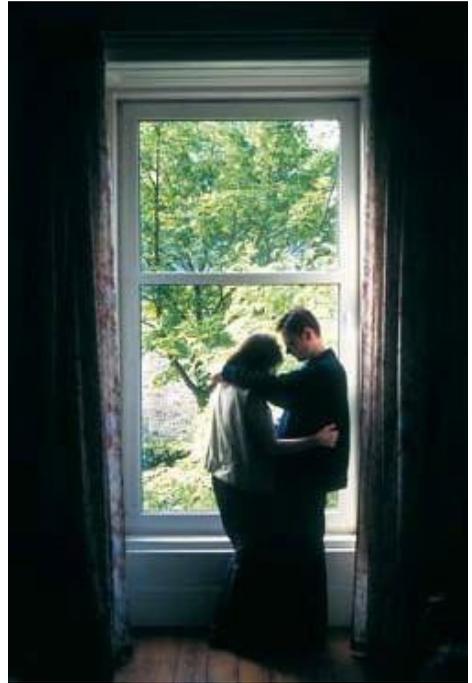
The baby's brothers or sisters are the only other children allowed in the neonatal unit.

When you take your baby home, care will be handed over either to your team midwives or your Health Visitor, depending on the age of the baby. In some cases babies will require more intensive support at home and this will be provided on an outreach basis with nurses/midwives from the neonatal unit.

Pregnancy Loss

Sadly, sometimes babies die and we do not always know why. This can be at any stage of the pregnancy and it is a devastating and harrowing event for everyone involved.

The midwives most closely involved with your care aim to give support to help you and your family and friends through the grieving process, answering your questions (although sometimes we do not know the answers) and trying to help you come to terms with your loss. This support will normally be given in your home.



They may also offer to refer you to other people who may be able to give more specialist help if you feel that is required.

The Rainbow Room is a family facility in the Women and Children's Wing at DGRI where the family can remain together as much as possible.



www.uk-sands.org

The Miscarriage Association
www.miscarriageassociation.org.uk

General Information

Patient facilities

DGRI has been specifically designed to be family friendly and accessible to those with disabilities. There is a communal sitting room with a television in the Maternity Suite at DGRI. Children must be supervised at all times by a parent or adult carer.

Visitor facilities

D G R I

Deli Bar and restaurant located on the left at the end of the main atrium.



Deli Bar – offering a range of hot and cold drinks and snacks.

Opening times: Monday to Friday 9am - 3pm
Saturday & Sunday Closed



Main Restaurant – hot and cold meals

Opening times: Monday to Friday 7.30am - 7.30pm
Saturday & Sunday 8am - 7pm

Vending machines – hot drinks, cold drinks, snacks

Toilets – Public toilets including assisted facilities and Baby Changing are situated within the Woman and Children’s Wing.

Cash Machine – An automated teller machine (ATM) is situated within the main atrium.

Shop

The League of Friends shop is situated in the main atrium providing a range of confectionery & toiletries.

Opening times:-



Monday to Friday: 10am - 1pm 2 - 4pm
6.30 - 8pm

Saturday and Sunday: 2 - 4pm

Meal times/special diets

NHS Dumfries and Galloway aims to provide meal times free from avoidable and unnecessary interruptions, allowing mothers to enjoy their meal uninterrupted. Meals are taken at the bedside, if you wish to eat with your family and are able to leave the ward you can use the dining room within DGRI, this facility is open to visitors.

It is important for us to know as soon as possible if you have any special dietary needs for cultural, religious or personal reasons. You may also need a special diet due to allergies or for medical reasons. Please inform the nursing staff as soon as you are admitted. If you require assistance with eating or require special utensils to eat with, please ask a member of staff. Support staff will take your order for meals at your bedside and assist you in making a choice suitable for your needs.

Menus currently run on a 14 day cycle. Breakfast is continental style with fruit juice, a choice of cereals and bread being available, accompanied by tea, coffee or hot chocolate. There are also hot options of porridge or prunes. Lunch and Supper you have a choice of starters and side dishes, main courses, and dessert.

Mealtimes are as follows: -

- Breakfast: 7.45 – 8.45 am
- Lunch: 12pm – 1pm
- Supper: 5.30 – 6.30 pm



Meals are served on the ward by your bed. If you miss your meal because you are away from the ward for treatment, please tell a member of nursing staff and they will contact Catering to arrange a replacement meal for you.

We welcome feedback on the food, fluid and nutritional care during your stay in hospital. Should you wish to make comment on these services please refer to the “We welcome your feedback” leaflet, speak directly to a member of staff in the team the feedback is about or email dg.patientservices@nhs.scot

Bringing Food into Hospital



Foods such as fruit, drinks and confectionary are traditionally taken into hospital by visitors and appreciated by the patients who receive them. However, it is important to ensure that all gifts of food and fluid are both ***suitable and safe***.

Many foods have a short shelf life and can easily go off without any changes to the smell, colour or taste.

Please do not bring any of the following foods into hospital: -

- Cooked meats and meat products
- Fish paste and fish products
- Fresh or synthetic cream products
- Eggs still in the shell
- Cooked rice
- Takeaways

Please note wards are not able to re-heat foods of any kind.

Visiting arrangements

During labour: It is not expected that you will have visitors whilst in labour. The number of support people you have during labour will be discussed with you by the named midwife as part of your birth plan. Your wishes will be taken into account but ultimately the amount of people present in the room will be at the discretion of the midwife caring for you.

Other times: We support person-centred visiting where you decide who you wish to see and when you wish to see them, offering this between 10am and 8pm. We have listened to feedback and what is important to you in balancing individual needs; We would therefore ask that in addition to your birthing partner/support person, you have a maximum of 2 visitors at any one time and child visitors are limited to siblings only. In addition, we ask that visitors refrain from visits during meal times, between the hours of 12midday and 2pm and between 5:30 and 6:30pm.

On some occasions it may be necessary to ask your visitors to leave the room for a short period to allow us to give care to either you or your baby, we ask that you and your visitors respect this.

If your birthing partner / support person wished to stay overnight a recliner chair is available so they can remain with you in your room.

Infection Control

Please adhere to infection control notices. Doctors and other healthcare professionals will wash their hands or use alcohol rub before examining or treating you. If they do not, don't be afraid to ask them to.



- Do not let visitors touch any dressings, wounds, drips, catheters or other equipment around your bed.
- Do not let visitors sit on your bed
- Do not let visitors use patients' toilets

People with coughs, colds or anyone who has an infection are requested not to visit.

We would ask you to support these arrangements to help us to ensure that new mothers and their babies get adequate rest and care and to avoid introducing infection.

Flowers

Although flowers look lovely they collect dust and can harbour germs in the water and soil. Therefore **no flowers are allowed** in the hospital.

Keeping in touch with relatives and friends

Please ask your partner to make sure that news about your progress is passed on to relatives and friends. Too many incoming calls distract staff from giving you the care you need.

Mobile Phones



Mobile devices (mobile phones, tablets, etc) can only be used in areas where it is safe to do so. These areas will be clearly signposted to let you know that it is ok to use your mobile device.

However, there are some areas where use of a mobile device may be restricted due to the potential risk of interfering with the operation of certain medical equipment. These areas are also clearly identified. Please completely switch off your mobile device before entering a restricted area. Note that a mobile device in 'Silent' mode is **not switched off**.

You can also ask a member of staff if you are unsure about where you may safely use your mobile device.

Please show consideration to other patients when using your mobile device.

To protect all patients' privacy, the camera on any mobile device must only be used to take photographs in the mother's room you are visiting.

WiFi

There is extensive WIFI coverage throughout the hospital.

Password is **Publicaccess**

Conduct

We wish to create a warm and friendly environment which will help to promote positive experiences for mothers and babies in our care, as well as for visitors and staff. We understand that people can become stressed and upset; however we cannot accept aggressive or threatening behaviour from anyone. If anyone behaves in an unacceptable manner whilst on healthcare premises, he or she will be asked to leave. NHS Scotland operates a system of zero tolerance, violent or aggressive behaviour, which is not related to underlying illness, will not be tolerated. The police will be called and the hospital will support prosecution in all cases.

Security

The security of mothers, babies, visitors and staff is taken very seriously. Closed circuit television is in place throughout. In addition there is controlled access to all maternity inpatient areas. During night time hours access is controlled to the whole wing.

We request that only the designated entrances are used and that visitors follow signposts to the various wards and departments. Fire exits should only be used in an emergency.

All staff wear identity badges which display their name, job title, place of work and a photograph.

The security of your baby is a shared responsibility and you should keep your baby with you at all times. Please alert staff if you feel concerned about any persons within the ward area. It is vital that you inform the midwife if you are leaving the ward and when you return. Please ensure that the midwife knows who is responsible for your baby's safety in your absence (for example your partner).

After your baby is born the midwife will attach two identity bands and a safety tag to your baby's ankles, you should check carefully that the information on them is correct and if they should come off tell a member of staff immediately.

Birth registration

After the birth of your baby you will have twenty one days in which to register the birth. This can be done at any Registration Office within Scotland. If the parents are married to each other, either can register the birth. He/she must take the marriage certificate. Parents who are not married to each other will have to both attend the Registration Office if they wish the father's name to be entered in the register.

Medical certificate/sick line

What if you need a "sick line"?

There are different types of certificate you might need: -

- Self Certificate – this will cover you from the day of admission for one working week and should be presented to your employer on or soon after the fourth day of absence.
- Medical Certificate – After one week of absence, you must then produce a medical certificate for your employer. If you are still in hospital, you can ask the nursing staff for this.

Med3 or "fit note" – on discharge from hospital the doctor who has clinical responsibility for you should provide you, if appropriate with a Med 3 to cover a forward period. This is to avoid unnecessary referrals to GPs solely for the purpose of sickness certification

Fire safety

There are fire instructions displayed on all wards. Fire alarms are tested every Tuesday morning.

In the event of a fire please follow instructions given by staff.

Smoking



NHS Dumfries and Galloway promote a smoke free environment through the ***Breathe the Air*** campaign. . Smoking is not permitted anywhere within the site boundary, this includes the use of e-cigarettes.

Confidentiality

We keep the information we hold about you confidential.

We will ask for and record details (either in your medical record or on computer) of your personal circumstances, history and treatment, as part of your routine care. Staff need this to care for you properly and, like all staff working in the NHS, they must work to a strict code to keep your details confidential.

We may need to share some of your personal information with other disciplines, who work closely with us (e.g. social services), to provide for your care needs. We may also use some of the information for other reasons such as to help protect the health of the general public, to manage and plan our services, to train new clinical staff, and for research purposes.

Data Protection

Under The Data Protection Act 2018, you have a right to see your health records. This applies to computer and paper records.

If you wish to apply for access to the information we hold about you, application forms, together with guidance notes are available from: -

Data Protection Administrator
Mountainhall Treatment Centre

Telephone: 01387 241689

Email: dg.dpa-office@nhs.scot

Spiritual Care and Wellbeing

Spiritual care is about people being at the heart of health and social care.

The spiritual care team is led by our full time Spiritual Care Lead who works across all of NHS Dumfries and Galloway. The trained and supervised volunteers care for and are able to support everyone, whatever your faith / religious beliefs / philosophy or none. The spiritual care offered is not necessarily religious but it is private and confidential. Being in hospital can be an anxious time, not just for patients, but also for your loved ones and friends. We can be available for you.

Talking to a member of the spiritual care team may help you find hope, meaning and purpose in the midst of uncertainty; disappointed hopes and dreams and affirm your tears and laughter. Pain and joy are all part of our human experience and helping people find strength in their most fragile moments in life is some of what we offer. We hope our presence might ease some of your burdens and share in your joy if you talk with us.

There is a hospital Sanctuary and enclosed garden found along the ground floor corridor from DGRI Outpatients reception in the main DGRI atrium. It is open 24/7 for anyone, including staff to use for religious / spiritual reasons or for solitude / peace and quiet to just be. Multi-Faith and other appropriate books / leaflets are available to read and / or borrow. Prayer mats are available if you need one. Your hand written messages can be written on paper leaves and hung on the Message Tree if you so wish. If you are unable to leave the Women & Children's wing, please ask a member of staff / midwife to direct you to a quiet room within the wing.

To access the spiritual care team, please ask a member of staff / midwife who will contact us on your behalf if you or a loved one would like to talk to someone in confidence. We aim to respond as soon as possible but may not always be available; local clergy and your faith representative can also be contacted with your consent.

Maternity Link

If you have any comments about maternity services the Maternity Link would be interested to hear them. You can contact Maternity Link via Angie Marshall, Lead Midwife, Women and Children's Wing.

Research and audit

Staff, undertake research and audit projects within both the hospital and community settings. The aim of these projects is to improve the care for mothers, babies and their families in the future. You may be asked if you are willing to participate. It is your decision whether or not you choose to be involved. If you decline your decision will be respected and your care will not be affected.

Support Groups

A list of support groups is available in your copy of Ready Steady Baby. Local groups will be subject to change so please ask a midwife what is available in your area.

Dumfries and Galloway Carers Centre

Dumfries and Galloway Carers Centre provides information, advice and support to anyone who cares for a relative or friend.

A Carer is someone of any age, including children and young people under 18, who provide support to a member of their family or a friend who is affected by long term illness, disability, age or addiction.

For further information contact:

The Hospital Carers Support Service (based in Dumfries and Galloway Royal Infirmary, next to the Cashier's office at the main hospital entrance) Tel: 01387 241384 Email: dg.carers2@nhs.scot (Hospital Carers Support Co-ordinators are available to see you within the Hospital setting)

Dumfries and Galloway Carers Centre, 2-6 Nith Place, Dumfries DG1 2PW. Tel: 01387 248600 Email: info@dgalcarers.org

We welcome your feedback

Your feedback helps us to better understand what we are doing well and where we can improve. There are lots of ways that you can share your views with us including:

- Speaking directly to a member of staff in the team the feedback is about.
- Via the independent organisation Care Opinion through their website at www.careopinion.co.uk or by completing one of their leaflets (available from staff or Patient Services)
- Contacting our Patient Services team:
Patient Services Team
NHS Dumfries and Galloway, 2nd Floor South, Mountainhall
Treatment Centre, Bankend Road, Dumfries DG1 4AP
Telephone: 01387 272733
Email: dg.patientservices@nhs.scot

Complaints

Whilst we aim to always provide a high quality of care, we understand that sometimes people will have cause to complain. If you are unhappy with any aspect of your experience, we would encourage you to speak to a member of staff so that we can help you.

If you wish to progress a complaint or would like more information about our Complaints Handling Procedure, please contact Patient Services who can assist you.

Patient Advice and Support Service

If you need help giving us your feedback, you can access free, independent and confidential advice and support from the Patient Advice and Support Service who are part of the Citizens Advice Bureau:

Dumfries and Galloway Citizens Advice Service
81-85 Irish Street, Dumfries DG1 2PQ
Telephone: 0300 303 4321
Email: info@dagcas.org
Website: www.dagcas.org

Dumfries and Galloway Advocacy Service

Independent Advocacy is about empowering people who are involved in using or receiving services to express their own wishes and feelings. An advocate works on a one to one basis with a client to ensure that he/she has access to information, can understand their options and rights, and give expression, as far as possible, to their wishes.

We are a free, confidential, person centred service.

For further information please contact:

Dumfries and Galloway Advocacy Service, 9 Church Crescent,
Dumfries, DG1 1DF. Tel: 01387 - 247237

Website: www.dgadvocacy.co.uk

Email: info@dgadvocacy.co.uk

Gifts and Donations

If you wish to make a donation to the service, please speak to any of the midwifery team leaders who will be pleased to assist you. Staff may accept gifts of low intrinsic value, such as small tokens of gratitude from patients or their relatives, monetary gifts are not acceptable under any circumstances.

Useful websites

NHS Dumfries and Galloway www.nhsdg.co.uk

NHSinform – a service providing quality assured health information for the public of Scotland. www.nhsinform.scot

Tel. 0800 22 44 88 (8am – 10pm)

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