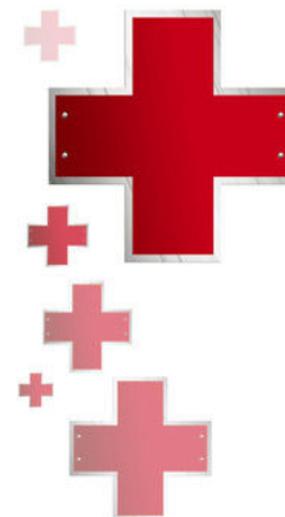


My life Before and after my operation.

Laura Green



I am here today, to speak to you about my experiences in Manchester Royal Hospital.

There were a lot of things I wasn't very happy with when I was in hospital, and I did not have a very nice experience.

- On my first day I was asked to be in for 11am but I had to call the hospital to make sure I had a bed. They did not have a bed available for me until 4pm, this made me very upset as I didn't know if I would be able to have my operation. Eventually they said there was a bed available but we had to wait for 3 hours until my bed was ready. We were stuck in the waiting room.
- That night we found out that there was M.R.S.A on the ward I was staying on. This was very worrying as I was having major surgery the next day.

- The next day I went down for 9 hours open heart surgery, it went well.
- I was in intensive care for 3 days, where I was looked after very well.
- I then went back onto the ward, where things where very different, the next 8 days where very bad, if it wasn't for my mum staying with me through my recovery, I don't think I would have made it through.
- I had a health passport that nobody bothered to look at right in the front of my file.
- Nobody was there to help me pour my drinks or feed me as I had drips and drains. It was hard for me to move.
- My mum was helping other people on the ward because they needed help to.

- I was due on my period, my mum expressed this very clearly, she told them I am very sick when I have a period, and they assured my mum that injections to stop me being sick had been put into place. When I came on my period I started to be violently sick, again it was my mum who had to see to me, she tried five times to get a nurse to give me an injection to stop me being sick because of my wound.
- On my first day getting out of bed it took a nurse and my mum to help me to the toilet, when we got there the toilet seat was full of dried fee-sees, the nurse had to leave me with mum to get something to clean the toilet, my knees buckled and I nearly fell over.
- My mum had gone to get a coffee, the nurse came whilst my mum was away, she got me out of bed to put me on the weighing chair, but forgot to put the break on it and I fell over as I went to sit down.
- The doctors took my drains out too soon, this lead to me getting fluid on my lungs, and having to have an emergeny operation on the ward. Both me and my mum where in a lot of distress, it was very painful and scary.

- A few days later they moved me in to a side room, the room had not been disinfected and another patient had just been moved out of there with M.R.S.A, again there was fee-sees on the toilet. My sister had to make a formal complaint, I was then moved back out of that room so they could disinfect it.

How I think it could change.

- More organisation, making sure all patients due to have an operation have a free bed and a set time to get in to hospital, so nobody is waiting around.
- Patients with M.R.S.A should not be on any ward with vulnerable patients,
- Nurses should pay more attention to patients and their needs.
- Nurses should check health passports more often.
- Nurses should only be on duty to one ward not 2 or 3. That way they can pay attention and be more helpful to patients.

- More organisation should be put in place, for patients who have other medical problems, like my periods. And if plans are made all staff should stick to them.
- More communication between staff, there should be a message book for any urgent needs a patient requires.
- Nurses need to pay more attention to what they are doing, I could have been seriously injured when I fell of that chair.
- More attention needs to be paid to the toilets and side rooms, cleaning should be kept on top of.
- Doctors need to double check before they do anything drastic to patients, like taking their drains out, I was lucky others might not be.

Thank you.