



**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**

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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](http://www.nhsdg.scot.nhs.uk)

In addition you will receive 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](http://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

Cresswell Maternity Wing (CMW), Dumfries and Galloway Royal Infirmary, (DGRI) Dumfries

Antenatal clinic (CMW) Mon-Fri 0830-1700hrs	01387 241260
Maternity Suite (CMW) 24/7	01387 241231
Birthing Suite (CMW) 24/7	01387 241207/8
Maternity Assessment Unit (CMW) 24/7	01387 241211
Neonatal Unit (CMW) 24/7	01387 241234
Clenoch Birthing Centre, (CBC), Stranraer 24/7	01776 707722
NHS 24	Call us free on 111 if you are ill and it can't wait until your regular NHS service reopens

# How to find us

**Cresswell Maternity Wing,  
Dumfries and Galloway  
Royal Infirmary,  
Bankend Road,  
Dumfries.  
DG1 4AP**



**By car:** DGRI is sign posted (hospital A&E) on all approach roads to Dumfries. CMW is directly in front of you as you enter the car park.

**By public transport:** There is a regular bus service from Dumfries town centre to DGRI. Please contact local operators for times as these may be subject to change. There are various buses and train services from outlying areas to Dumfries, please check with local operators for details.

**Arriving at Cresswell Maternity Wing:** CMW can be accessed easily from the car park at DGRI. It is possible for you to be dropped off at the main entrance, but parking here is restricted to allow easy access for the Ambulance Service.

If arriving at night there is an intercom button on the right hand side of the door, departments are clearly signposted thereafter.

## **Clenoch Birthing Centre, Galloway Community Hospital, Dalrymple Street, Stranraer, DG9 7DQ.**



**By car:** The Galloway Community Hospital is signposted on all approach roads to Stranraer.

**By public transport:** There is a regular bus service from Stranraer town centre to Waverley Medical Centre. Please contact local operators for times as these may be subject to change. There are various bus services from outlying areas to Stranraer, please check with local operators for details.

**Arriving at Clenoch Birthing Centre:** During day time hours you should report to main reception, after 5pm access is via the accident and emergency department, at the Galloway Community Hospital.

### **Help with fares:**

If you receive benefits you may be entitled to claim travelling expenses for hospital appointments. For further information contact your local Benefits Agency Office.

Expenses claims can be made during office hours:

**Cresswell Maternity Wing:** at the General Office, DGRI

**Clenoch Birthing Centre:** at the main reception, Galloway Community Hospital.

## 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 Cresswell team if you choose CMW.
- Your community team midwives if you choose home
- The Wigtownshire team midwives if you choose the CBC.

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.

A range of antenatal classes are offered across the region, your midwives will let you know what is available locally.



## **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 CMW or the CBC.

## **In Patient Care**

If your condition requires you to be more closely monitored or to have more detailed tests, admission to CMW 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 CMW and CBC.

# 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 a community hospital:**

The Galloway Community Hospital has two rooms available for birth in the CBC. You will be cared for in the same way as for home birth. If you would like to have your baby in the CBC please discuss this with your named midwife.

## **In a consultant led hospital:**

If you choose to give birth in CMW, or if this is recommended to you, most of your care will 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 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

A birthing pool is available in CMW on a first come first served basis. There will be two pools available in the new hospital. All birthing rooms in CMW and CBC have a bath which can be used for pain relief. 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 CMW or CBC when you think labour has started, even if you are having the 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 the Head of Midwifery 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.nhsdg.scot.nhs.uk](http://www.nhsdg.scot.nhs.uk)

## Neonatal Unit, Cresswell Maternity Wing

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 outwith Dumfries and Galloway he/she will be transferred to the nearest available cot. 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 CMW where the family can remain together as much as possible.



Stillbirth & neonatal death charity

[www.uk-sands.org](http://www.uk-sands.org)

[The Miscarriage Association](http://www.miscarriageassociation.org.uk)

[www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)

# General Information

## Facilities within the maternity units and hospitals:

### Patient facilities

CMW and CBC have been specifically designed to be family friendly. All rooms are either single or twin and are ensuite. All areas are accessible to those with disabilities. A room is available to accommodate wheelchair use in CMW. There is a communal sitting room with television and DVD player in CMW. There are child play areas situated in the maternity suite and antenatal clinic in CMW. Children must be supervised at all times by a parent or adult carer. The CBC has televisions in each room and pay phones can be brought to the bedside.

### Visitor facilities

Dining room facilities in Dumfries and Galloway Royal Infirmary and the Galloway Community Hospital (after 1pm) are open to all. There is a hospital shop located in the main entrance hall of DGRI. Newspapers and magazines can be purchased from the newsagent who visits CMW and the CBC every morning. There is a cash machine situated in the main entrance hall at DGRI.

## 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.

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.

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.

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

## Meal times/special diets:

Supported meal times allow mothers to enjoy their meal uninterrupted by staff. 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. At the CBC visitors may access the dining room only after 1pm. If you have any special dietary requirements you should let the ward staff know.



## **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.

There are public telephones situated in convenient locations throughout both hospitals.

## **Mobile Phones**

It is only permissible to use mobile phones within the hospital in areas which are showing the green signs. If you cannot see a green "OK to use" sign please switch your phone off. Please note that silent is NOT off. Please use airplane mode or similar. If in doubt please ask a member of staff.

## **Wifi**

Free Wifi is available in the hospital.

## **Password – Publicaccess**

## **Conduct:**

We wish to create a warm and friendly environment which will help to promote a good atmosphere 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 does behave 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.

## **Prevention and control of infection:**

Preventing and controlling infection is a priority for everyone, please adhere to infection control notices. Please wash and dry your hands before visiting the hospital especially after going to the toilet. Please use the alcohol hand gel provided at the ward entrance or bedside.

**If you think a health care worker has forgotten to wash their hands please remind them about this.**

## **Security:**

The security of mothers, babies, visitors and staff is taken very seriously. Closed circuit television is in place throughout CMW and CBC. In addition there is controlled access to the Birthing Suite, Maternity Suite and Neonatal Unit at all times. During night time hours access is controlled to the whole wing. There is also controlled access to CBC at all times and the Galloway Community Hospital during night time hours.

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 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.

## **Fire safety:**

There are fire instructions displayed on all wards, you should familiarise yourself with exit routes. CMW fire alarms are tested on a Thursday. If you discover a fire please inform a member of staff immediately and they will take the necessary action. In the event of a fire please stay calm and be guided by instructions given by staff.

## **Smoking:**

NHS Dumfries and Galloway have a smoke free policy. Smoking is not permitted in the hospital or in the hospital grounds, which also includes smoking in cars parked in the hospital car park. The Hospital grounds and boundaries will be patrolled by Dumfries and Galloway Council's Community Safety Enforcement Officers. These officials have the legislative powers to issue Fixed Penalty Notices in the sum of £80 for any littering offence committed either on or off our site. Inappropriately discarded cigarette ends do constitute litter.

There is a Stop Smoking Adviser in the hospital. If you would like help to stop or information about the "Smoking Matters Service" please ask a member of staff who will arrange for the Adviser to come and see you while you are in hospital. Alternatively you can phone the service on 0845 6026861.

## **Money and valuables:**

NHS Dumfries and Galloway cannot accept responsibility for your private property. Please do not bring valuables, jewellery or large sums of money into hospital. If you have anything of value that you wish to deposit for safekeeping please speak to a midwife on the ward. It is important to remember that there are people in hospitals with intent to steal. If you see anyone acting suspiciously please inform any member of staff immediately. The police and security will then be contacted.

## **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 are not permitted to receive personal gifts or money from patients.

## **Medical certificate/sick line:**

What if you need a “sick line”?

You can get a “sick line” (or medical certificate) from the nurses in all wards and departments.

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.

## **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.

## **Spiritual needs:**

### **Spiritual Care and Wellbeing**

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

The spiritual care lead chaplain and volunteers are available to provide sensitive, non-judgemental and confidential care and support. This is patient-led and may be pastoral counselling, active listening, companionship, whether you have a faith or not – for people of any background, culture and lifestyle choice. Sometimes talking to a member of the spiritual care team can 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 accompanying presence might ease some of your burdens and share in your joy if you talk with us.

There is a hospital Sanctuary and Quiet Room off the main DGRI entrance hall, to the left of the League of Friends shop, located on the right. An additional quiet room is located within Cresswell Maternity Wing. These places are open to patients and loved ones of all faiths and none, feel free to access either of these spaces for private prayer/contemplation and/or peace and quiet at any time. Prayer mats are available in the sanctuary if you need one and feel free to read/borrow any book available on the bookshelf.

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

### **Maternity Link:**

The Maternity Link is a group of health professionals, service users and interested support groups who meet regularly to discuss all types of maternity issues. If you have any comments about maternity services the Maternity Link would be interested to hear them. You can contact them via the Head of Midwifery, CMW.

## **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.

## **Additional Support:**

**Supervisor of midwives (SOM):** The law stipulates that all midwives should have a named SOM who is there to safeguard and enhance the quality of care for you and your family. You can contact a SOM 24 hours a day by phoning 01387 246246 and asking for the “Supervisor of Midwives on call”

## **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 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](http://www.dgadvocacy.co.uk)

Email – [info@dgadvocacy.co.uk](mailto:info@dgadvocacy.co.uk)

## **Patient Advice and Support Service**

Free, confidential information, advice and support for anyone wanting to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland

Tel: 0300 303 4321

Email: [sam.johnston@dagcas.org](mailto:sam.johnston@dagcas.org)

Website: [www.patientadvicescotland.org.uk](http://www.patientadvicescotland.org.uk)

## **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 Welcome desk in front foyer) Tel: 01387 241384  
Email: [dqcarers@nhs.net](mailto:dqcarers@nhs.net)

(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](mailto:info@dgalcarers.org)

Carers:

Help for carers is available from the Dumfries and Galloway Carers Centre. Telephone: 01387 248600 or via hospital switchboard: 01387 246246.

# We welcome your feedback

NHS Dumfries and Galloway strive to deliver care that is compassionate, respectful and responsive to your needs. We want to hear from you whether we are achieving that aim.

If you want to make a comment or complaint, in the first instance please speak to a member of staff involved in your care. If you can do this, they may be able to resolve your issue quickly.

If you are unhappy with the response to your comment / complaint, or if you would prefer to discuss the matter with someone else, please contact the Patient Services Team (see number below) and a member of staff will guide you through the process of making a complaint.

Contact Details  
Patient Services Team  
NHS Dumfries and Galloway  
Logan West  
Crichton Hall  
Dumfries  
DG1 4TG  
01387 272733

You can also provide feedback by emailing

[dumf-uhb.PatientServices@nhs.net](mailto:dumf-uhb.PatientServices@nhs.net)

## **Patient opinion: Every Voice matters**

Patient Opinion is an independent organisation which provides a way for patients, carers and NHS staff honest and meaningful conversations. You can share your story on the Patient Opinion website

[www.patientopinion.org.uk](http://www.patientopinion.org.uk)

If you do not have a computer, ask staff for a Patient Opinion leaflet which allows you to write about your experience and can be posted free of charge to Patient Opinion.

Patient Opinion will share your story with NHS Dumfries and Galloway, who will make a response back through Patient Opinion.



## Useful websites

NHS Dumfries and Galloway [www.nhsdg.com.uk](http://www.nhsdg.com.uk)

NHS inform – a service providing quality assured health information for the public of Scotland. [www.nhsinform.scot](http://www.nhsinform.scot)

Tel. 0800 22 44 88 (8am – 10pm)

## Acknowledgements

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