

NHS Dumfries and Galloway Maternity Services



**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 241218.

تتوافر هذه المعلومات في صيغ أخرى بناء على الطلب وذلك من خلال الاتصال بالرقم 01387 241218.

01387 241218 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 241218 索取。

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Na żądanie, niniejsza informacja jest dostępna również w innych formatach pod numerem telefonu 01387 241218.

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Interpreting and translating

Professional interpreting and translating services are available. Please make sure staff know what your requirements are, either before you come to hospital or when you are in hospital.

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 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.

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.

If possible you should keep them with your “**Hand Held Pregnancy Record**” which provides a record of your pregnancy as well as further information.

Useful Telephone Numbers

Cresswell Maternity Wing

Antenatal clinic 01387 241260

Maternity Suite 01387 241231

Birthing Suite 01387 241207

Neonatal Unit 01387 241234

Clenoch Birthing Centre 01776 707722

NHS 24 08454 24 24 24

How to find us

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



By car: Dumfries and Galloway Royal Infirmary is sign posted (hospital A&E) on all approach roads to Dumfries. Cresswell Maternity Wing 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: Cresswell Maternity Wing 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 Birth 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 just off the main foyer in DGRI.

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

Our Philosophy of Care

To provide quality of care tailored to the individual needs of the 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 to ensure continuity in your care, and that where possible, you have the opportunity to meet the midwife who will attend you during childbirth.

Our Model of Care

To meet the aims of our philosophy NHS Dumfries and Galloway have developed a team midwifery model of care.

You will be allocated to a team of midwives at the outset of your pregnancy who will provide the majority of your care before, during and after the birth. Where necessary the midwives will make appropriate referral to other health care professionals, e.g. Obstetrician, G.P., Physiotherapists.

The models of care available will be discussed with you at your first visit and the option most suitable for you agreed. This option is flexible and may be changed at any time should your preference change or should it be considered appropriate for your continuing care.

Midwife care:

This means all your care will be carried out by your team of midwives, only referring to other professionals if a problem arises.

Shared care:

As the name suggests your care would be shared between midwives, obstetricians and/or GPs. Women with 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.

Staff you may meet

Midwife: The midwife is qualified to give advice and look after you during pregnancy, labour, birth and after your baby is born. She/he is able to recognise abnormal or potentially abnormal conditions needing referral to a doctor, or other health professional, and to carry out emergency measures in the absence of a doctor.

Supervisor of midwives: Supervision of midwives is a system required by law to help protect the public from poor midwifery practice. Every midwife has a named Supervisor of Midwives who provides advice, support and guidance on practice and training issues. There is always a Supervisor of Midwives on call and they can be contacted via the Dumfries and Galloway Royal Infirmary switchboard on 01387 246246. More information on the supervision of midwives can be obtained from the Nursing and Midwifery Council website www.nmc-uk.org.

Advanced neonatal nurse practitioners: Advanced neonatal nurse practitioners are nurses or midwives with further training in the care of sick newborn babies. They are responsible for giving all aspects of care to sick and premature babies. They also take part in resuscitation of newborn babies and assist with training other members of staff to carry out resuscitation of the newborn.

Obstetrician: The obstetrician is a qualified doctor with specialist knowledge and experience in the care of women during pregnancy and childbirth, where complications are present or arise. The consultant or one of his/her team will see you during pregnancy if you wish to see him/her, or if there is a problem identified by your team midwives or GP.

Paediatrician: The paediatrician is a qualified doctor with specialist knowledge and experience in the development and care of babies and children. A paediatrician is always available to deal with any concerns regarding your baby.

General practitioner: The GP may be involved in your care during pregnancy and after the birth of your baby.

Physiotherapist: The physiotherapist is qualified to deal with posture, back care and the problems of joints and muscles. If you are having

problems discuss them with your team midwives who will refer you to the physiotherapist if appropriate. Physiotherapists also visit the post natal wards to teach exercises to help your body recover from the birth.

Dietitian: The dietitian is qualified to give advice on appropriate diet for pregnancy and the newborn baby. If you are experiencing difficulties with your diet a referral can be made to the dietitian by the midwife.

Ultrasonographer: The ultrasonographer is qualified to carry out ultrasound scans during pregnancy.

Social worker: The social worker is qualified to help with any social anxieties or family difficulties.

Public health nurse: The public health nurse is qualified to give advice on child health and development.

Maternity Care Assistants: The Maternity Care Assistant has undertaken specialist training to assist the midwife in providing care during pregnancy and after the baby is born. For example taking blood, measuring blood pressure, providing baby care and assisting with breastfeeding.

Hearing screeners: The hearing screeners are members of staff who have undertaken training in hearing screening for the newborn. The hearing screeners will offer every mother the opportunity to have her baby's hearing tested after four hours of age.

Nursing auxiliaries, domestic and clerical staff: The nursing auxiliary, domestic and clerical staff are valuable members of the team who assist other staff with the provision of your care.

Students: Training is provided for student midwives, doctors and nurses. The training of future members of health professions would not be possible without the co-operation of mothers, which is greatly appreciated. If you have any queries or objections regarding students, please tell your midwife; your wishes will, of course, be respected.

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



Antenatal clinic waiting room, Cresswell Maternity Wing

keep you and your baby fit and well. It will also give you the opportunity to discuss your choices for antenatal screening tests, and 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 team midwives 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.

Your team midwives will supply you with detailed information

about screening tests and all aspects of care during your pregnancy. This is supplemented by written information in your pregnancy record, 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. This can be carried out on an out patient basis either in your home or in a healthcare setting. In most cases the need for admission to hospital care should be avoided. The care may be undertaken by one of your team midwives or a midwife from one of the maternity units in Dumfries or Stranraer.



Having a scan at Cresswell Maternity Wing

In Patient Care

If your condition requires you to be more closely monitored or to have more detailed tests, admission to Cresswell Maternity Wing 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 for Cresswell Maternity Wing and Clenoch Birthing Centre.

If Labour Starts at Home

You should ring the Birthing Suite at Cresswell Maternity Wing or Clenoch Birthing Centre 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 helpful to plan for transport to hospital well in advance. In an emergency an ambulance can be ordered for you by the midwife.

Where can you have your Baby?

At home:

Although most women will choose to have their baby in hospital, some women will feel more comfortable giving birth at home. Home births can be arranged when there are no likely medical or pregnancy complications. Please discuss your request as early as possible with your team midwives. Your team midwives will care for you during labour and birth.



Birthing room at Clenoch Birthing Centre

In a community hospital:

The Galloway Community Hospital has two rooms available for birth in the Clenoch Birthing Centre. The unit is suitable for all women considered to be low risk, and like a home birth, normality will be supported and encouraged. This will be offered as an option to all women who meet the low risk criteria.

In a consultant led hospital:

If you choose to give birth in Cresswell Maternity Wing, or if this is recommended to you by the maternity care team, most of your care will be provided by a midwife. Where possible this will be a member of your midwifery team. The midwife may visit you at home to assess your labour prior to hospital admission. 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. Please note that an epidural service is not available in NHS Dumfries and Galloway. If you wish to have an epidural service available for you during labour you should discuss referral to a Consultant Led Unit which has this facility with your team midwives.

In a specialist centre:

For some complex conditions labour and birth will be advised to take place in a specialist centre, e.g. in Glasgow or Edinburgh.

Water Birth

A Birthing pool is available in Cresswell Maternity Wing on a first come first served basis. All birthing rooms in Cresswell Maternity Wing and Clenoch Birth Centre 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.

Pain Relief

Options for pain relief will be discussed with your team midwives and this is supplemented by detailed written information in Ready Steady Baby. The only alternative therapy offered by NHS Dumfries and Galloway is aromatherapy, with a range of aromatherapy oils to choose from. Other alternative therapies should be discussed with an appropriately qualified practitioner.

It should be noted that an epidural service for labour is not available in NHS Dumfries and Galloway, however arrangements can be made for referral to another unit which does provide this service. Please discuss this with your team midwives at the earliest opportunity.

Debriefing

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.

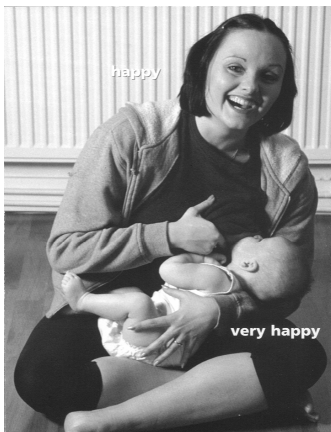
After your Baby is Born

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. 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.

Your team midwives will provide or continue your care at home until you agree that you and your baby are ready for handover to public health nurse (health visitor) care at around ten days.

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, midwife or public health nurse (health visitor).

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, whatever method you choose to feed your baby we will provide help and advice.

A peer support network is in place, “Mum to Mum”, for breastfeeding mothers, with support being given by volunteers who have themselves breastfed. In addition there is a “drop in” facility for breastfeeding mums in Charlotte Street in Dumfries (opposite

Barbours home, at the end of the car park), which is open Monday, Tuesday and Thursday from 1pm to 4pm. Your team midwives will explain about the network and drop-in and give you written information about accessing the support. Alternatively you can visit our web page at www.nhsdg.scot.nhs.uk

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



Intensive care area Neonatal Unit, Cresswell Maternity Wing

shortly after, the birth. 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 public health nurse, 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 or 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 will give you information and offer to refer you to other people who may be able to give more specialist help if you feel that is required.

The midwife will give you appropriate information leaflets with contact details of support groups.

General Information

Facilities within the maternity units and hospitals:

Patient facilities:

Cresswell Maternity Wing and Clenoch Birthing Centre have been specifically designed to be family friendly. All rooms are either single or twin bedded and are ensuite. All areas are accessible to those with disabilities in Cresswell Maternity Wing and Clenoch Birthing Centre. A room is available to accommodate wheelchair use in Cresswell Maternity Wing. There is a communal sitting room with television and DVD player in Cresswell Maternity Wing. There are child play areas situated in the maternity suite and antenatal clinic in Cresswell Maternity Wing. Children must be supervised at all times by a parent or adult carer. The Clenoch Birthing Centre has televisions in each room and patients may use mobile phones with permission from midwifery staff.

Visitor facilities:

Dining room facilities in Dumfries and Galloway Royal Infirmary and the Galloway Community Hospital 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 Cresswell Maternity Wing and the Clenoch Birth Centre 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 team midwives 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: Open visiting for husbands/partners and your own children

Friends and relatives

Cresswell Maternity Wing	2.30pm - 3.30pm and 7.30pm - 8.30pm
Clenoch Birthing Centre	2.30pm - 3.30pm and 7.30pm - 8.30pm

If your baby is born by caesarean section you will not be allowed any visitors other than your birth partner until you have been transferred from theatre recovery area to your own room in Maternity Suite and the midwife is happy you are fit for visitors.

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

Please inform your visitors that if they come to the ward outwith visiting hours they will not be allowed to visit.

No visitors are allowed during protected meal times.

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.

Accommodation cannot normally be provided for partners. If your partner needs to stay overnight ask a member of staff for a list of local Bed and Breakfasts/Hotels.



Meal times/ special diets:

Menus

You will receive daily menus to choose your meal. If you need assistance in filling in your menu card, please ask a member of staff. If there is nothing on the menu which suits your needs please ask a member of staff about alternatives or a supplementary menu (Dumfries and Galloway Royal Infirmary only). Write your choice from this menu in the box provided on the daily menu card. If you have a special diet for cultural, religious or other reasons please inform the ward staff. If you require a special diet for medical reasons or to complement treatment, you may be referred to a Dietitian to discuss your diet and provide help and advice.

Protected mealtimes

NHS Dumfries and Galloway aims to provide meal times that are free from avoidable and unnecessary interruptions. Visitors are not permitted to attend at these times.

Patient Mealtimes are as follows: -

Breakfast:	7.45 am – 8.45 am
Lunch:	11.45 am – 12.45 pm
Supper:	5.00 pm – 6.00 pm

Breakfast is continental style with fruit juice, porridge, cereals, rolls, toast being available, accompanied by tea or coffee. At lunch and supper you will have the choice of 1,2 or 3 courses, depending on your appetite. If you require assistance or special utensils to eat with, please ask a member of staff. If you miss your meal because you are away from the ward for treatment, please tell a member of staff and food will be arranged for you.

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.

Unless you have been given specific permission, please do not use mobile phones in the hospital buildings as they may interfere with medical equipment. On entering the hospital please ensure your phone is switched off.

There are public telephones situated in convenient locations throughout both hospitals. In Cresswell Maternity Wing a personal entertainment system (Patient line) is installed at each bedside. The system has a telephone (which can accept incoming calls), radio (free of charge) and television. Cards can be purchased in order to use this facility, the call tariff is set by the company which runs the service.

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.

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.

Closed circuit television is in place throughout Cresswell Maternity Wing and Clenoch Birthing Centre. 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 Clenoch Birthing Centre 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 name badges and 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 wards 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).



Fire safety: There are fire instructions displayed on all wards, you should familiarise yourself with exit routes. Hospital fire alarms are tested on a weekly basis. 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: In Scotland legislation is in place that prohibits smoking in any public place including healthcare premises. A midwife can refer you to a specialist smoking cessation counsellor who can offer support for you and/or your partner to stop smoking. You can also access the Smoking Matters Service online at www.smokingmatters.scot.nhs.uk



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 may be 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.

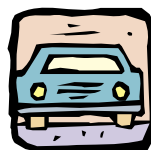
Bounty distributor: A Bounty distributor visits Cresswell Maternity Wing on a regular basis to distribute packs containing free samples and educational literature. Packs for expectant mothers are distributed via antenatal clinics. Packs for new mothers are delivered to the bedside after the baby is born; these packs also contain the Child Benefit Claim Pack. At Glenoch Birthing Centre all packs are distributed by the maternity staff.

No recommendation of the contents of the Bounty packs by the maternity services or its staff is implied.

If you do not wish to receive any Bounty packs please tell the midwife.



Photographer: A photographer visits Cresswell Maternity Wing on a regular basis to take photographs of newly born babies. The fees and further details are available from the unit staff or the photographer. If you do not wish the photographer to visit you during your stay please let a member of staff know.



Car safety: Whilst you are pregnant you should ensure that you wear your car safety belt correctly, your midwife will issue you with a leaflet that illustrates this.

Current legislation stipulates that babies and children should travel in a suitable car seat or child restraint for any planned journeys. The team midwives will provide you with a leaflet which will give you detailed information on car safety and car seats.

Medical certificate/sick line:

There are two types of certificate you might need:

- Self certificate – this will cover you from the first day of your illness 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 provide your employer with a medical certificate. If you are in hospital, you can ask the midwifery staff for this. The form supplied in hospital will only cover until your discharge, after which your GP will supply it.

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 you are married either you or your partner can register the birth. You must take your 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: There is a hospital Chapel and quiet room available adjacent to the main entrance hall in DGRI, an additional quiet room is located within Cresswell Maternity Wing. The facilities are open to patients and relatives of all faiths and none. There is a hospital chaplaincy team available to offer support to patients, relatives and carers. The midwife can contact the team on your behalf. The chaplaincy team have a contact list of clergy and other faith group representatives and can get in touch with them if you wish.

A service of public worship is conducted every Sunday morning at 10am in DGRI, which patients of all denominations or none are welcome to attend. Please ask a member of staff for the location and for help if you need it to get there.

There is a chaplaincy service available at the Galloway Community Hospital, ask a midwife if you need to contact them.

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.

The People's Advocacy Service (PAS): This service has been set up to help you obtain information and resolve any problems arising from the provision of local health service care. They can provide a trained volunteer to support and guide you. This service is free and independent from the hospital. Information about PAS is available in Cresswell Maternity Wing and Clenoch Birthing Centre or ask a member of staff for a leaflet.

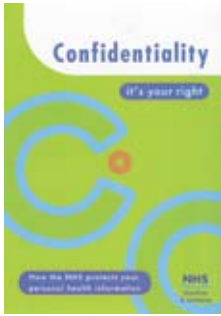
Carers: Help for carers is available from the Princess Royal Trust for Carers. Telephone: 01387 248600 or via hospital switchboard: 01387 246246.

Maternity Services Liaison Committee (MSLC):

The MSLC 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 the maternity services the MSLC would be interested to hear them. You can contact the MSLC via the Senior Midwife Manager, Cresswell Maternity 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.



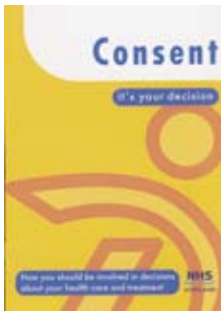
Confidentiality:

The information we hold about you is kept confidential. We may need to share some information with others to provide fully for your care needs, details are only provided on a need to know basis. For further information please refer to the leaflet “Confidentiality – it’s your right”, which can be obtained from any health care provider or ask any member of staff for a copy.



Access to records:

Under the Data Protection Act 1998, you have a right to see your health care records. This applies to computer and paper records. For further information on how to access your health care records please refer to the leaflet “How to access your health records”, which can be obtained from any health care provider or ask any member of staff for a copy.



Consent:

Consent means agreement. Before a doctor, midwife or anyone else looking after your health can examine or treat you, they must have your consent. For further information please refer to the leaflet “consent it’s your decision” or Consent your rights” (for children and young people under 16), which can be obtained from any health provider or ask any member of staff for a copy.



Comments, concerns, compliments or complaints:

Any suggestions which you feel could add to the comfort and well being of those in our care, or any comments, good or bad, on the services you received will be welcome. You can pass on your comments to any member of staff or you can ask to speak to the senior midwife, maternity services or the on-call supervisor of midwives.

If you are unhappy with any aspect of our service or your own treatment and you do not wish to raise your concerns directly with the maternity services team, you can write to or telephone:

Chief Executive
NHS Dumfries & Galloway
Crichton Hall
Bankend Road
Dumfries,
DG1 4TG
Telephone: 01387 272733

For more information, ask staff for a copy of a leaflet called "Making a Complaint about the NHS".

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