

Suggestions, Concerns and Complaints

If you would like to provide feedback you can:

- Ask to speak to the ward or department manager.
- Write to us: Patient Advice and Liaison Services, 1st Floor, Cobbett House, Manchester Royal Infirmary, Oxford Road, Manchester M13 9WL
- Log onto the NHS Choices website www.nhs.uk – click on 'Comments'.

If you would like to discuss a concern or make a complaint:

- Ask to speak to the ward or department manager – they may be able to help straight away.
- Contact our Patient Advice and Liaison Service (PALS) – Tel: (0161) 276 8686 e-mail: pals@cmft.nhs.uk. Ask for our information leaflet.

We welcome your feedback so we can continue to improve our services.

No Smoking Policy

Please protect our patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted in any of our hospital buildings or grounds, except in the dedicated smoking shelters in the grounds of our Central Manchester site.

For advice and support on how to give up smoking, go to <http://www.nhs.uk/smokefree>.

Translation and Interpretation Service

It is our policy that family, relatives or friends cannot interpret for patients. Should you require an interpreter ask a member of staff to arrange it for you.

تنص سياستنا على عدم السماح لافراد عائلة المرضى او اقاربهم او اصداقناهم بالترجمة لهم. اذا احتجت الى مترجم فيرجى ان تطلب ذلك من احد العاملين ليترتب لك ذلك.

بماری یہ پالیسی ہے کہ خاندان، رشتہ دار اور دوست مریضوں کے لئے ترجمہ نہیں کرسکتے۔ اگر آپ کو مترجم کی ضرورت ہے تو عملے کے کسی رکن سے کہیں کہ وہ آپ کے لئے اس کا بندوبست کر دے۔

ইহা আমাদের নীতি যে, একজন রোগীর জন্য তার পরিবারের সদস্য, আত্মীয় বা কোন বন্ধু অনুবাদক হতে পারবেন না। আপনার একজন অনুবাদকের প্রয়োজন হলে তা একজন কর্মচারীকে জানাল অনুবাদকের ব্যবস্থা করার জন্য।

Nasze zasady nie pozwalają na korzystanie z pomocy członków rodzin pacjentów, ich przyjaciół lub ich krewnych jako tłumaczy. Jeśli potrzebują Państwo tłumacza, prosimy o kontakt z członkiem personelu, który zorganizuje go dla Państwa.

Waa nidaamkeena in qoys, qaraabo amaasaaxii boaysanu tarjumikarin bukaanka. Haddi aad u baahatotarjumaankacodsoxubinka mid ah shaqaalahainaykuusameeyaan.

我们的方针是，家属，亲戚和朋友不能为病人做口译。如果您需要口译员，请叫员工给您安排。



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Saint Mary's Hospital Newborn Intensive Care Unit

Counselling Support

Free confidential support for
NICU parents



What is counselling?

Having a baby on the Neonatal unit can be an extremely difficult time and you may experience a whole range of feelings. At times these can be overwhelming, but having support in those moments can make a real difference.

Counselling offers you the chance to explore your thoughts, feelings, beliefs and experiences over a period of time. They will be respected, listened to and supported.

Counselling helps in developing strategies to cope, building your confidence and in helping you to find the ways forward that are suitable for you.

Our counselling service is available for parents whose baby is receiving or who has received treatment on the Newborn Intensive Care Unit (NICU). This is both for individuals and for couples and can take place on and off the unit.

Our Counselling service is private and confidential and works within the British Association of Counsellors' ethical framework.

Our Counsellor



Gill Whalley is an accredited Counsellor with lots of experience working with individuals, couples and children.

We also have a NICU Parents Support

Group which regularly meets on Thursdays between 4.30 - 5.30 pm in the Parents' Lounge.

All NICU parents are welcome to drop in.

What do I do next?

If you are interested in talking to a counsellor, speak to a nurse who will let Gill know.

She will arrange to see you to discuss your needs and answer any questions that you might have.

If counselling is not right for you, we will try and link you to the right sort of support that does meet your needs.

gillian.whalley@cmft.nhs.uk

(0161) 276 6945

Available Tuesdays, Wednesdays and Thursdays.

"Just having someone to talk to privately made all the difference."

"I was grateful that someone was there to help us understand what was going on for us and to help us to talk to each other about our feelings."

"Everything I was feeling was completely normal. It was good to get that reassurance."