

Anonymous (1) – 9 February 2021

I am writing regarding the review into the Maternity Services in Jersey.

I have two children, my first born in January 2018. I had a brilliant experience throughout my pregnancy and birth. My midwives were amazing. I couldn't fault it.

My second daughter was born in June 2020, in the middle of the covid pandemic. My experience subsequently was totally different.

Pregnancy appointments were at the Bridge, with a different midwife each time; which meant that no one knew "me" or my pregnancy. I had one midwife ask to see my cesarean scar, even though I had a natural birth previously. Although I must say, I do believe all of the midwives were trying their best during a very challenging time.

My second daughter was born with a tongue tie. Whilst in hospital, the tongue tie snip could not be performed as the person who carries out the procedures was on leave.

I phoned, numerous times once we returned home. I contacted Maternity Services several times, leaving messages for someone to get in touch with me.

Eventually I was told that tongue tie procedures had been put on hold, as it was not a high priority procedure, during the Covid pandemic.

My daughter was struggling to breastfeed. I was stressed. It was hard. I breastfed my first baby for two years, but I couldn't get my second baby to latch for more than five minutes (even with the help of nipples shields and alternative feeding positions).

I contacted the Bridge. My health visitor was helpful, but only provided advice over the phone.

I then wrote an email to Robin Ward, asking desperately for help, and if they knew of anyone else who could perform the tongue tie procedure.

Eventually I did receive a phone call from Robin Ward. They made an appointment for me to go and visit them, with my youngest daughter. The appointment was disappointingly only a consultation. I was told (again) that nothing could be done as tongue tie snips had been put on hold. My details were taken and put on a list of infants with tongue ties.

My daughter is now eight months old and I have not heard from them since.

We stopped breastfeeding exclusively after one month. It was ridiculously hard. I was heart broken.

It is unfortunately not a positive experience.

I felt that the level of care, hugely dropped during the Covid pandemic.

I hope this information is helpful.