

Neighbourhood Hubs

Conversations with people in the Chorley Roads area
August 2017

THE COMMENTS

This work was carried out by Healthwatch Bolton on behalf of Bolton GP Federation

The Comments:

Choice of GP (39)

I usually tell them who it is I want to see.

I'm cared for very well by the doctors at Dalefield; I try to see Dr Cross. She offered to come and see me once; I didn't have to ask.

It's better if I can see the same one – there are 3

I always ask for Dr Cross

I am always offered a choice of GP or a nurse

I prefer to see my own GP but he is always on holiday

Sometimes you get offered a choice of which GP you can see, or the nurse

I have a named GP but I don't always see them and sometimes I am offered a nurse

We book our appointments on line but get a choice of GPs although we often have to wait two weeks

There are a choice of GPs but I'm a pretty healthy 77 year old and don't use the GP much

I can't ring unless I have credit on my phone; I'm living on benefits, on JSA. What I do is get to the practice at 07.50 and you'll get an appointment with any of the doctors the same day. I've changed from Lever Chambers to SSP on Moor Lane as they're more helpful and understanding.

I book via the on-line appointment system (so I can choose who I see)

If I ring my GP and can't get through – I just ring the 'Out of Hours'

Ring my GP you can be on the phone for so long and if they say you are number X in the queue it can take a long time and cost you money.

We would just like to get an appointment: we can both book on line and we do feel that those appointments take precedence in the system

If there are no appointments occasionally you can be offered an emergency although it's not often

If you want to see the nurse it can be anything from 2 days to 2 weeks

You used to be able to wait till the end of surgery and you would be seen; if you can't get an appointment you can be telephoned by a nurse and prescribed medication. I don't like that as I think you need to be seen.

You can't say who you'd like to see

90% of the time I get a same day appointment with a doctor

There is a choice of GPs I can see

I can always get a same day appointment

Its over 12 months since I've been to the doctors

I ring the GP; I get good care

I always get an appointment – I'm at Dalefield

You can ask to see who you want; you can ask to see the Nurse Practitioner

The Comments:

Choice of GP (39)

Theres no problems; if I: ring and its urgent they'd offer you something that day or you could wait till the end of surgery

I can't get hold of my GP; I need to speak to them

I have a number so I can speak to a Doctor between 6pm and 8pm. The doctors are really good; I prefer to speak to Dr Priest as he knows me.

I just ask for which doctor I want; I usually manage that.

I've been unwell and the doctor asks you to see the same one if you can.

If you want to see someone on the day you end up seeing someone different every time

If I can't get Dr. Cross I ask to see Lorraine (Nurse Practitioner)

It's difficult at Dalefield to get an appointment but I ask to see Lorraine

The receptionists can be difficult and bossy and say who you 'will' see. I'm at Heaton Medical Centre

They tell us who is available

There is always a doctor on holiday

They usually say come and we'll try and fit you in

If I ring up I tell them what I want for example a blood pressure check

The Comments:

Who best meets your needs (39)

There are only 2 doctors; I always try for one as one doctor just stares at his screen so I avoid seeing him. I've not been there long. There are two nurses too. My last practice was better; I'm supposed to have an MOT every 12 months but unless I ring they don't ring me. With what's wrong with me I feel they should be contacting me.

I see one of the older doctors there who I feel is well established and he's known me for a long time.

I've had breast cancer about 12 months ago and in between seeing my GP and having it treated it was just a week. They had to take the breast off and the hospital wanted to discharge me the same day. I asked if I could stay overnight instead of going home and they agreed. I've had very good care. I go upto the hospital every 12 months for a check up; I don't mind going there.

I don't really mind whether I see a GP or a nurse. I am comfortable seeing either

My husband would go more readily than me - I only go when it's really necessary.

The warfarin clinic meets my need. I don't mind who I see as long as I am seen and/or treated

Our online booking system give you the option of seeing the practice nurse

I have a preferred GP. I like continuity

I would see anyone; if I'm offered a nurse appointment I'm ok with that.

Its not usual to see a known doctor; you don't know who you are going to see.

There's a need for consistency

I'm not bothered about seeing the same GP each time or if I see a nurse.

It's the GP and it depends on what it's about. I need (to see) a GP for my regular medication as I'm on HRT.

Dr Jafari and Dr Mitchell as they spend the time talking to each person, explain things very well; I always feel I have come away 'sorted'.

I am confident with all the staff at the practice, I have no preference

I see a GP or the Nurse; I see a liver specialist every 3 months and its good care. I have a blood test and see the specialist; I don't mind seeing him

I go to Bolton One for physio; I don't mind going as my legs getting better

It can be 2-3 weeks if you want to see a particular doctor, which I do – it works better

I don't go to the doctors that often but they are very good and have helped me a lot when my husband was ill and have looked after me since he died

I like the Nurse Practitioner; my husband likes Dr Priest.

If you go to see someone you know they really understand and can pick up on things

I'd rather see one of the 3 doctors I've seen historically ; new doctors may not take me as seriously

I've got an appointment for Salford. I don't know why I'm going or how I'm going to get there. I've tried Patient Transport but as I can walk they've said I don't qualify although I've got cataracts and my vision is blurred. I've had thyroid cancer and bowel cancer and not I've got problems with my waterworks and the cataracts.

There are 3 GPs and two nurses at my practice. It doesn't make a difference who you see as they have their computers on and know all the tablets you are on.

The Comments:

Who best meets your needs (39)

I got out of hospital at 3am in the morning and wanted the next day a GP to call as I was feeling so unwell.

I couldn't get past the receptionist; she told me to get a taxi and get to another practice.

I don't want a receptionist asking me why I need to see a GP. If there needs to be a decision about who I see then I want someone with medical knowledge to work that out.

I have seen the nurse when it's been appropriate

The nurse does my annual medical for my age

It doesn't matter (who I see)

The last few times I've been able to see the same doctor because THEY'VE wanted to see me.

It depends on what I am going for

It depends on why you are going. My annual check-up is done by the nurse and that's fine for me

I've used 111 when the surgery is closed and they arranged for my GP to do a home visit the next morning after surgery

You may have a favourite doctor

We know the GP knows who you are; we know who each of our receptionists are

I was offered a conversation with a nurse for a 12 month check-up; I know more about it than she

does - its for Warfarin as I've had 3 strokes

We have lovely receptionists at Dr Lyon and partners

I always see Dr Hendy and usually manage to see him the same day; I get a taxi there or I catch the bus but I feel I need to see Dr Hendy

The Comments:

Primary Care – Core Services (35)

A physio definitely – I've just paid £40 to see a physio. I thought I would go and see if it would help me.

A Specialist Nurse as my husband goes currently to Brightmet Health Centre; if it was more local it would be great.

I see the Nurse every so often usually for a Blood Pressure test; it's usually the same nurse

I did used to see a physio and it would have been better if I could have seen them at my GPs
Out of hours care would be good. I've had to go to Waters Meeting in the past; my wife drove and when they saw me they summoned an ambulance. I've always been well served though.

I would expect my stitches to be able to be taken out at my GPs; currently my GP doesn't offer this but I know some practices do. I think it depends on the nurses.

Not having to come to Avondale to have stitches removed and ear syringing (be good to have them alongside the GP practice)

My father's GP has a pharmacist in the practice (Kildonan House) and that works well.

A nurse and podiatry services would be good

I'm quite happy that we have everything we need locally

GPs, nurses, pharmacy, condition monitoring

GP, health centre, pharmacy should all be within a mile radius. You should be able to ring someone to come out on a visit if you are concerned about an elderly neighbour recently out of hospital

GP, dentist, pharmacy, etc.

I'm not really in that poor health but a mental health worker would have been good when I think about being seen by my GP when I had a mental health problem. It was depression and I had a variety of symptoms that seemed to take a long time to diagnose. (In my experience) the GPs don't understand or care about mental health issues they just give you tablets which mask symptoms. I think talking therapies are good and because of that I think a mental health worker would be good to have at your doctor's surgery.

My partner has Mental Health problems; he has ADHD and hasn't been diagnosed long. They thought he was autistic at first. He has sleep problems and its affecting me too. He's been known to use drugs and alcohol to help his symptoms. We need help trying to get a CPN or a Social Worker

I would like to see more services under one roof eg. Xray, pharmacy, district nurses to enable me to be treated in one place

It is already possible to speak to a pharmacist in the local pharmacy so we don't need one in our GPs

A mental health worker although I'm worried that we might be putting too much emphasis on mental health and risk labelling people. More is spoken about now which used to be taboo; hopefully it will open the door for mental health issues

Services that give a choice of approach

Mental health workers (if you can get to see them)

Pharmacists can be working in some GP practices now as some have a pharmacy attached

I wouldn't like being able to see another clinician as once I had a phone call from the pharmacist inviting me to come in for a flu vaccination; I felt this was a breach of confidentiality

The Comments:

Primary Care – Core Services (35)

Dr, Nurse, NHS Dentist

Nurse, GP

GP, Nurse

‘Sure Start Maternity Services

Child health services

GP’s, Nurses, Routine hearing tests, Podiatry, Remedial Massage, Alternative therapies, Mental Health Workers, repairs to hearing aids

I’d like District Nurses back in GP surgeries as sometimes you cant get to speak to them where they are; contact is better when they are in a GP surgery

GP, Nurse. The dentist I go with my daughter and her family. The Pharmacist is next door to my GP anyway. I see a physio at Bolton One; it would be nice if they were at my practice and Podiatry and Eye Screening.

GP, receptionist, nurse

The same doctor or the same nurse because of my tablet mix and they get to know your situation

If I wanted to see a pharmacist I’d go across the road

A GP, nurse, chemist (to deliver my meds)

Nurse Practitioner, Practice Nurse, Pharmacist, GP’ Phlebotomist, Xray, Physiotherapist

The Comments:

Primary Care – Others (18)

Opportunities for exercises and stretching where you could just walk in

Access to exercise

Nutritional support

I don't know

We have a very good health trainer. There should be more like that round. That would be good especially for older people

I don't really need any other services

Benefits advice

Access to a telephone

Social Services and housing

Services for young people

Decisions that need to be made about costs of services and care should be at local level

Pharmacy because if the doctors is closed I come to the chemist for help

I don't need anything else; you might get too many people there and be overcrowded

Welfare rights, Citizens Advice Bureau who could hold a session every week and GPs could refer on

Social workers

None

A slimming club. There are none close enough for me

I'm with Careline. I've used them and they are very good

The Comments:

Primary Care – Voluntary (21)

Be-friending services

Neighbourhood services

Citizens Advice Bureau

I don't know

Befriending services would help with social isolation

Don't think these are necessary

Relationship help

Mental wellbeing and health promotion

Mental health support groups

Extra services in GP practices could overload the physical space in GP practices

Services which provide talking therapies rather than popping pills

More emphasis on alternative therapies like counselling, acupuncture and reflexology

Is that not what UCANs are for? Let's keep things simple as it used to be and a proper service where they actually listen to you and take notice of you.

Good to use the 3rd Sector for work on social isolation

Organised walks to combat isolation caused by too contact by telephone and the internet

Weight management service, Older peoples services. Faith groups preventing isolation

Counselling

Can't think of any

I feel my GP practice is just for health; I wouldn't see anyone else

We are lucky living here (sheltered housing) because we have a social aspect but we also have some services who come to talk to use occasionally.

My mum lives alone so I am her contact with services. She can't access day services because she doesn't meet the criteria for an NHS wheelchair most suited to her. She is socially isolated at the moment so we are trying to get her in here (sheltered housing). There is no currently any transport available to her because they say her wheelchair isn't suitable, but the NHS won't give her a suitable wheelchair, but there should be some transport available to take her to a day centre. That would reduce her isolation

The Comments:

Staying Well (36)

It's my way of life keeping active with a reasonable diet and keeping in touch with family and friends

My husband manages his condition well; he has Parkinsons Disease. He can go for a pint and so he gets the male company he wants.

I go to a gym and use the treadmill. I go to Leverhulme gym and because of my age it doesn't cost me anything. I go 2 or 3 times a week. My daughter told me about it and my GP was all for it.

It's in the genes! I don't worry about things.

I'm not sure. We manage ok now though we are quite healthy

We are quite mobile and belong to a walking group but some people need motivation

General exercise; I don't find the gym helpful but gardening and general activity helps.

I'm looking for work so the UCAN job club helps

It's making me unwell not being able to find work as it's a big pressure. You can't live a life on the dole; my Mum gives me money each month to have a travel card as she is retired now. It's doing my head in living with someone with that problem and I need help to end that relationship.

The free gym at Leverhulme is great; its connected to the surgery

Alternative therapies , exercise by keeping active

I would like a walking group within my capabilities,

Yoga

Getting out and talking to people

A voucher for sports would be good for weight management or other health problems

Access to a free gym would be useful for a short while to give people access to sports advice

Yoga should be taught in schools as it benefits flexibility and, at my age, my mobility; Access to the 'Right Weight Service' giving you advice on portion control and how to read food labelling, being able to refer yourself

There's a need for better information about food generally, portion control, sugar and fats – like Weightwatchers

I prefer to use Bolton One than the hospital

I do a lot of walking and have regular checks after a stroke 10 years ago

I do lots of walking and I refuse to have my prescriptions delivered because I like to walk Working

Keeping busy, supportive husband, keeping in touch with family

Private physio; I need it all the time to maintain my current flexibility but the NHS will only provide 6 weeks treatment so I have to pay

Genetics

Being active in my youth and dancing

A balanced lifestyle; I've never smoked and have never drunk much

The Comments:

Staying Well (36)

A good balanced diet; you don't need lots of money

Walking, Fresh Air and Gardening

Mum has osteo-arthritis but can't access anything with a suitable wheelchair. Boredom and social isolation are the main concerns for her so we are trying to get her in to sheltered housing

Nobody ever suggests that you get involved with your church and I don't necessarily mean religiously. There is so much going on that you stay active, make friends and it keeps you well

When you get older you need to keep going. It's no good sitting in on your own

We have a very good bus service in this area that goes in to town and up to the hospital and transport can be a big issue for some

Motorcise helps with my motivation. I go there, do my exercises, drink and socialise. I find it absolutely wonderful; hopefully I go twice a week.

I like going to the library and walking each day if possible.

Regular contact with friends

The Comments:

Medicine Review (39)

18 months ago; they just left mine as they were.

Every 12 months the Pharmacist interviews me in the office . Ordering and delivering my medicines works well.

I feel they (drs) are cutting back on prescriptions.

No; I've never been offered one. I'm not sure what they would offer. I feel I take too many (tablets) and I don't know what they are for.

Yes on occasion; I don't take many tablets. My review was with a pharmacist.

Yes, I've had a review at the chemist

Yes, by the pharmacist 2 years ago

No but I'm only on one medication so don't really feel the need for a review

Yes at the pharmacists and at my GPs; its always helpful

3 people have their medicines reviewed including :- "I get a chat with the pharmacist every time my medicines are dispensed" and "I see the nurse every 3 months and she goes through them with me".

I have a regular review at the surgery

Yes and I talk regularly to my doctor and pharmacist

No but everything is ok

Yes, I don't know how frequently but the pharmacist does

I get an asthma check-up by the nurse at the practice, not by the pharmacist

Previously I've been reviewed by the Epilepsy Nurse

No I don't need

I don't know why I'm taking my thyroxin; it's not been tested

I had a review about 12 months ago but the pharmacist

I've never had one – it might be useful

I've never had one – I wouldn't find one useful

My medicines are delivered so I've not had a review or been contacted by the pharmacist

The pharmacist delivers my medicines at 10.30 on a Friday. The pharmacist goes through them on the phone.

I need my inhalers reviewing

I have to ask my GP is anything will help. He says of course and writes a prescription but why is that he's not initiating a prescription?

No. I'm on long term medication but have never been offered a review

Yes my mum has. She went in respite for a month during which time her medication was altered. I (daughter) prompted a review by her GP during a home visit, when she went home.

I haven't had a review and I'm on a 5 year medication plan following breast cancer

The Comments:

Medicine Review (39)

Yes, at the chemist

Yes at the doctors by the Nurse Practitioner

I haven't had a formal one I don't think but I am a regular at the doctors

I get one every 6 months at the pharmacist

The chemist spotted a problem with water retention and referred me to the GP who changed my medication

Mine is done at my 12 month MOT

I can't remember the last one as I'm healthy

We get excellent service at the pharmacist on the corner of Bennetts Lane and Elgin Street and we are very concerned it's in danger of closing after 90 years. The practice was sold and to someone who owns a practice also on Halliwell Road. The owner wishes everyone to go down to the other practice for their prescriptions and advice but it's too far for the old people. We've had really good care from there for a long time.

The chemist I see on Bennetts Lane is excellent; when that one closes the nearest one is Chorley Old Road

There is a lot of publicity about having medications delivered saying its not good

When I go in to collect my prescriptions the pharmacist speaks to me about my tablets and every 12 months I go through into his private room. Its very helpful.

The Comments:

Access (28)

My husband is under Salford for his Parkinsons but is seen more locally at Brightmet. We always seem to manage to get a parking place.

It's the opening times and its emergency services at Waters Meeting; that can feel a long way to travel

You can only discuss one issue at once at my GPs

I drive here; it's the bus otherwise. This building (Avondale Health Centre) is the wrong way around; it should open onto the car park; the main door is on the wrong side.

Everything is ok and our GP practice opens in the evening and if you need a weekend appointment you can book in at the other surgery

Yes. They're good. They open early, close late and are open Saturday mornings

Yes. My GP opens early, closes late and opens on Saturday mornings

I've never used the GP 'Out of Hours' but I can see it would be useful to have that at my GPs. I wouldn't use it though as I'd grin and bear it.

I've been upto A&E as I couldn't get in to see my GP; I would have gone into see my GP if they had been open.

About a 15 minute walk from home

Bolton One needs to have free parking

The NHS 111 service is not accessible as it doesn't allow me to be understood or to understand what is being said. I was telling someone what was wrong with me and I felt all he was interested in was filling in his computer screen. Their questions need to be shorter. I wouldn't use them again.

It's not fair to get GPs to work all day and all night but on the other hand it would be useful to be able to go for a blood test after work early in the evening. I know there are some GPs who offer appointments upto 7pm.

I had to go to the GP 'Out of Hours' service at Waters Meeting on the advice of my pharmacist. It worked well.

Yes, everything has been good for me

Yes, they're fine

Out of Hours I'd go to see the pharmacist

Opening hours are ok for me; only if the children were ill would I use the Out of Hours service. Weekends are not really useful.

When Bolton One opened the '000' bus, the free bus, went past but that's stopped now. I have been told by a bus driver that the 540 bus to Westhoughton will stop right outside but that's from the bus station.

Ours are open till 7pm; I don't know when I'm going to be ill so weekends would be useful too.

It's difficult to get up to the hospital; Bolton One is better

I'm in between the GP and the respiratory team; they asked me to see the GP and so I missed out on their exercise class. It would be good if they (respiratory team) could see me at home as I'm having trouble with walking but the exercise classes (respiratory) are good for me.

The Comments:

Access (28)

Yes, we are very lucky in our area

Yes my doctors is open 8am to 7.30pm

They should be open a full 5 days

Weekend opening is good for working people

Bolton One is not good to get to; the parking is not good

I travel currently from harpers Lane to Halliwell Health Centre; I won't travel outside of Bolton unless someone is with me.

The Comments:

Distance Willing to Travel (28)

As long as he can drive we don't mind travelling but if he couldn't it would depend on local transport

I go to Leverhulme to the gym; if you don't drive its two buses

I've recently had two cataracts done and I had them done at Fulwood Hall in Preston through the NHS. My optician is in Chorley although I live in Smithills and it just happened that they referred me there.

I don't mind travelling anywhere as long as it is accessible by public transport. We currently get 2 buses to our GP surgery in Little Lever and that's ok

I walk from Halliwell to Avondale for the hearing clinic as it is the nearest place to get new batteries

Needs must. I'd go anywhere if it's necessary but routinely I don't mind if there is transport or not too far to drive

I don't mind travelling to any service as long as I know the outcome will be the best it can be. It's better travel for good treatment than put up with poor treatment close to home

Needs to be local; a town centre location is perfect for me.

Within 1 mile as I don't drive and rely on public transport

Still keeping some services local and keeping some things central

It depends how important the service is and how people's health is; its cost and availability of transport which can affect how far we travel

If you are an older person travel can mean taxis and they aren't as cheap as you think; the costs come out of a pension. Public transport isn't always cheap. There's a need for more advice about local travel and how to access services.

It depends on the transport. I'm only 5 minutes from town so if I can use public transport I will but it is more difficult on ~Sundays as there are less buses

I already go to Bolton One and Crompton Health Centre and I'm happy to travel anywhere in Bolton

I walk everywhere if the weather is ok

I would drive as long as it was in the Bolton area; currently we have to go to Manchester Children's hospital regularly so my husband has to take the day off

There isn't a service I don't have now; I have private podiatry, masseuse, physio and osteopathy and have been doing so for 20 years

I'm going to have to go to Salford but I don't know how I'm going to get there

I currently walk for 2 minutes; distance would depend on access to transport. If I had to go to somewhere on Chorley Old Road there is a good bus service.

Currently we walk to the GPs and it's a 10 minute walk. There's no bus so we'd have to get a taxi.

Its use of the free bus that's important rather than the distance

I have my own transport so I don't mind#

As long as the service is on a bus route I don't mind

The Comments:

Distance Willing to Travel (28)

Mum can't use buses and wheelchair taxis are too expensive but patient transport will not take her without a suitable wheelchair but the NHS say she doesn't meet the criteria for an NHS wheelchair so she can't travel anywhere and requires home visits

It all depends on public transport available. It's not distance that matters but there's no use being able to get a bus if the place you are going to is then uphill from the bus stop or the pavements are too bad.

If anything is too far to walk from a bus stop then I'll pay for a taxi but then a hospital appointment can be a long walk from the hospital entrance to the area you are attending

We regularly go into Manchester for the Eye Hospital and have to pay for between 7 and 15 hours parking

The Comments:

Suggestions (17)

Every time I go to the doctors there's never anyone waiting; its cover at the weekend you never get your own GP if they have to come.

An NHS Dentist; the last dentist I saw boded up my teeth and cracked my jaw bone; I'd not want to go back.

There needs to be more help for adults who have ADHD. It's hard to live with someone with a long term problem that's not going to get any better; he's told me he's not going to get better from ADHD.

GPs don't always know what's available

Extra money that's available to the NHS needs to be spent wisely and it's a good thing to ask people what they value in their health and their views

I have an under active thyroid gland and have to have my thyroxine measured. My consultant felt I had been taking too much thyroxine; my GP wouldn't do a repeat blood blood test not taking the advice of the consultant and ended up me having a 7 month wait to have those symptoms addressed

Care can be about money; my GP suggested a pneumonia injection when I was already covered by a previous treatment. I ended up being pushed into having it; if he'd looked at my notes but I was put on the spot and under pressure. I ended up being very unwell as a result.

Better and more immediate care for people with mental health conditions.

Information on how to access help and services should be improved

After looking after my aunt who is 96 for many years difficulties have arisen for dentistry, ear syringing and glaucoma care because she is housebound

I really like Dalefield

GPs should be taking more of a routine mental health assessment for people over 65

What we do need in Bolton are pavements you can walk on because they are appalling. If you are elderly or unsteady on your feet you have to walk with your head down to watch where you are walking.

The money all goes into the town centre and the Council forgets the outlying areas like ours (Chorley Roads/Smithills), Farnworth and Westhoughton

Councillors should go out when it's just going dark, wearing tinted glasses and using a walking stick to see how bad it is for the elderly

The Walk-in-centre should continue; I can't believe drunks and drug users make their way up to the hospital

Surrounding Halliwell Health Centre are lots of properties occupied by drug users; my family won't let me walk through some areas there as they tell me it's not safe.

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