

Snapshot Intelligence Report on GP Practices in Bolton

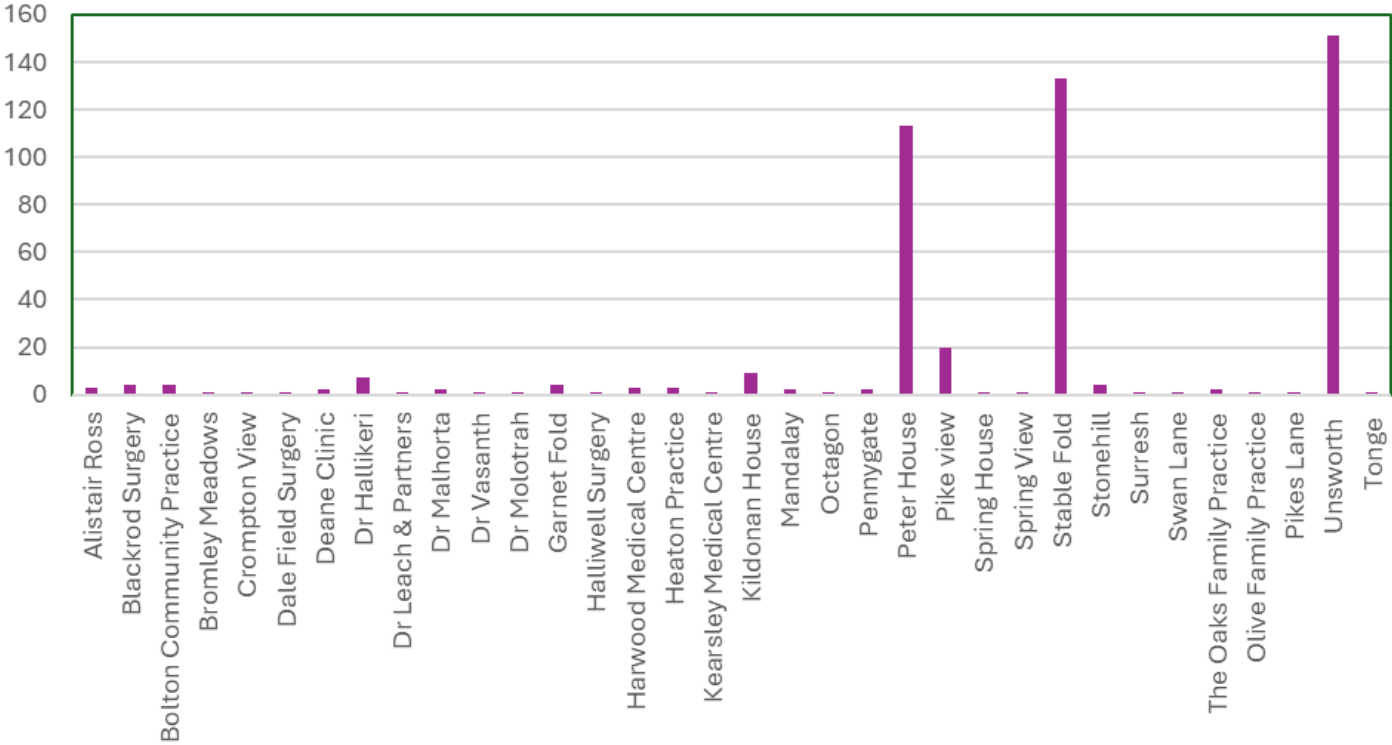
Nov 2023-Mar 2024

Healthwatch Bolton (HWB) continues to receive enquiries, comments and feedback from the public about difficulties accessing GPs in Bolton. The data included in this report is from the GP Access survey which ran from November 2023 to March 2024. The survey was shared on Healthwatch Bolton website, on social media channels and Healthwatch Bolton newsletter. The report does not include other data regarding GP access, received by Healthwatch Bolton via information advice and guidance or community engagement, which will be included in the quarterly intelligence reports.

When asked for the name of the GP practice, it is possible that some people have responded with the practice name and not the GP practice itself (eg. Halliwell surgery has 3 GP practices). The question on the survey was a free-type question. For future surveys the GP practice names will be provided to avoid confusion.

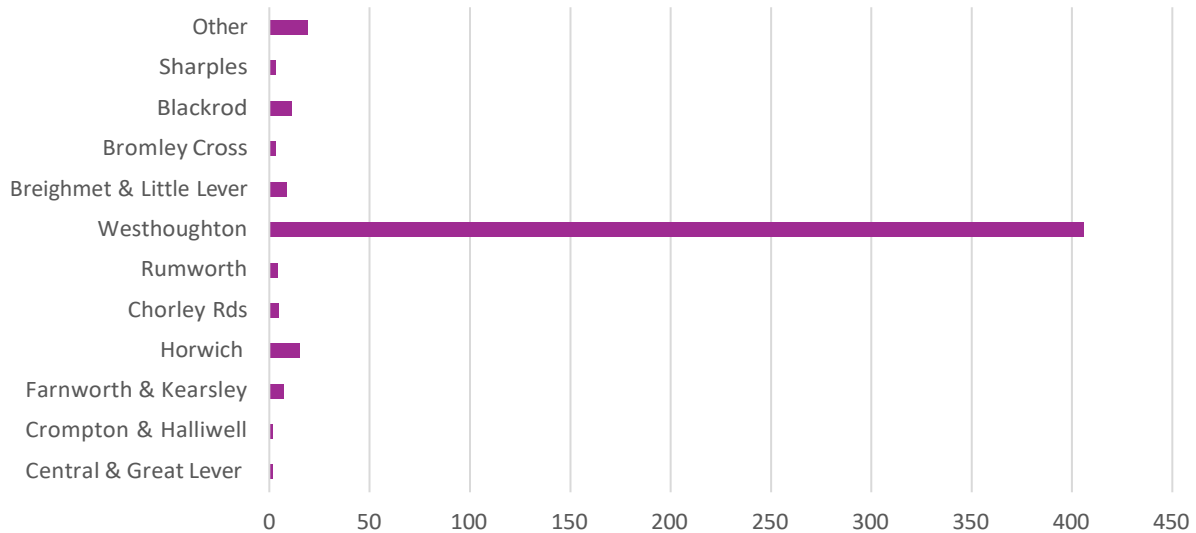
There were 486 responses to this survey.

1. What is the name of your GP practice?



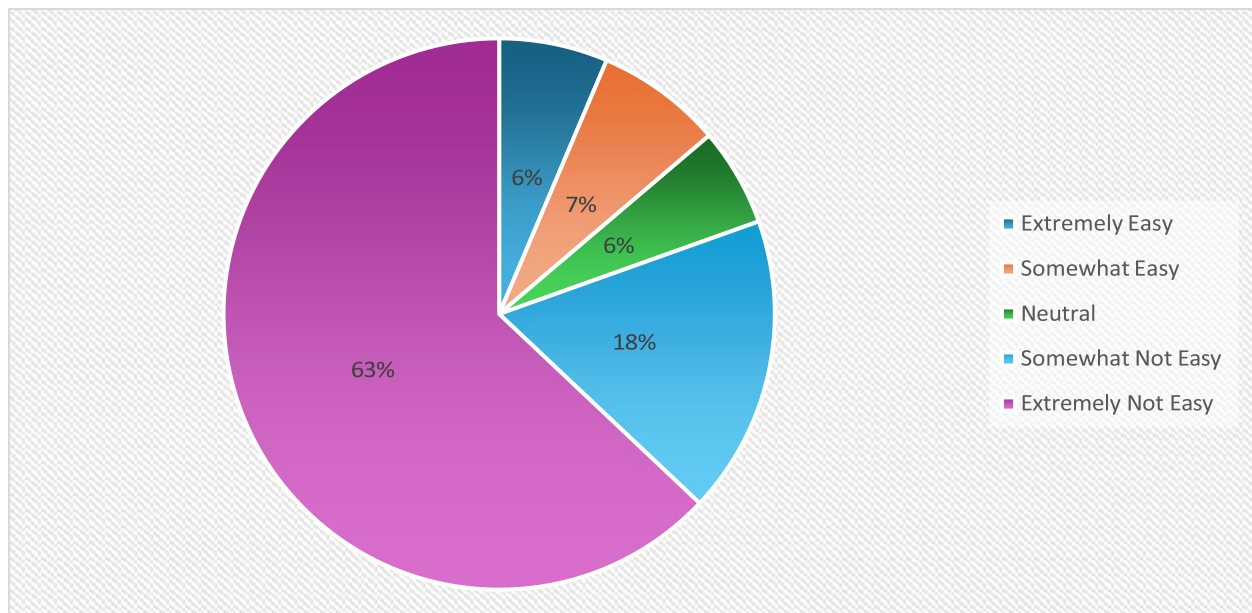
From 486 responses to this survey, 271 responses relate to the **Unsworth Group Practice which includes Peter House Surgery and Blackrod Health Centre**. 130 responses relate to **Stable Fold practice**.

2. What neighbourhood do you live in?



The majority of respondents were from the **Westhoughton** area of Bolton.

3a. How easy is it to get through to your GP practice by telephone?

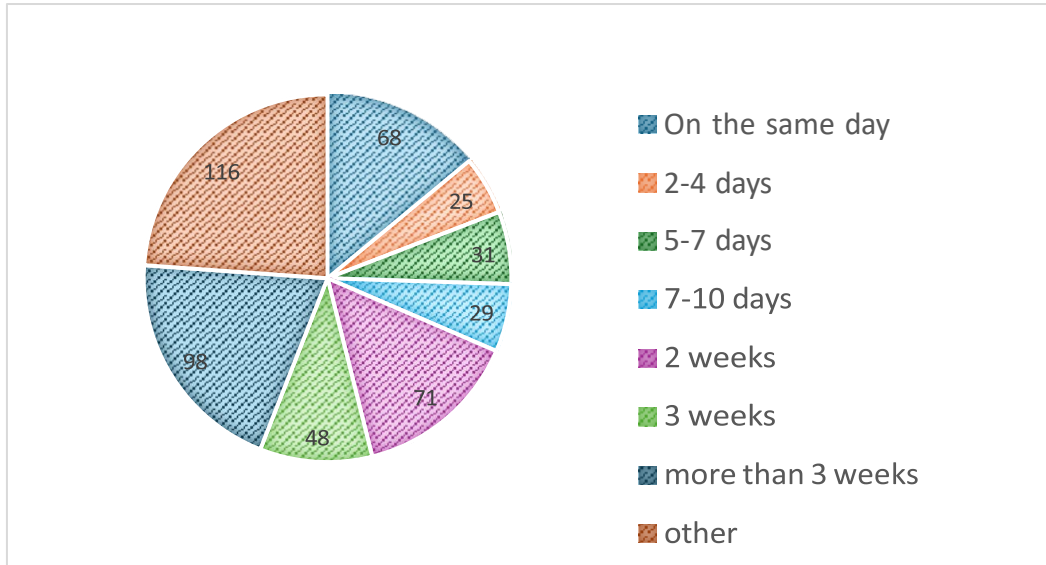


The majority of respondents said it is **extremely not easy** to get through to their practice on the telephone.

3b. Breakdown by GP Practice for telephone access

Name of Practice	Extremely Easy	Somewhat Easy	Neutral	Somewhat not easy	Extremely not easy
Bolton Community Practice	1			1	2
Bromley Meadows			1		
Crompton View	1				
Dalefield		1			
Deane Clinic				1	1
Dr Hallikeri					7
Dr Leach	1				
Dr Malhotra & Partners		2			
Dr Suresh		1			
Dr Vasanth		1			
Garnet Fold	4				
Halliwell	1				
Harwood Health Centre		2			1
Heaton				2	1
Kearsley Medical Centre					1
Kildonan House		1	2	2	4
Mandalay		2			
Octagon	1			1	
Olive Family practice	1				
Pennygate	2				
Pike View surgery	14	3	1	3	
Spring House					1
Stable Fold	2	4	12	31	81
Stonehill Medical Practice		1		2	1
Swan Lane Medical Centre		1			
The Oaks				2	
Tonge Fold	1				
Unsworth practice (Peter House & Blackrod)	1	10	7	28	204

4a. When making an appointment to see a clinician at your practice, how soon are you offered an appointment?



On the same day	68	2 weeks	71
2-4 days	25	3 weeks	48
5-7 days	31	More than 3 weeks	98
7-10 days	29	Other*	116

***For respondents who selected 'other', a range of comments were received which include:**

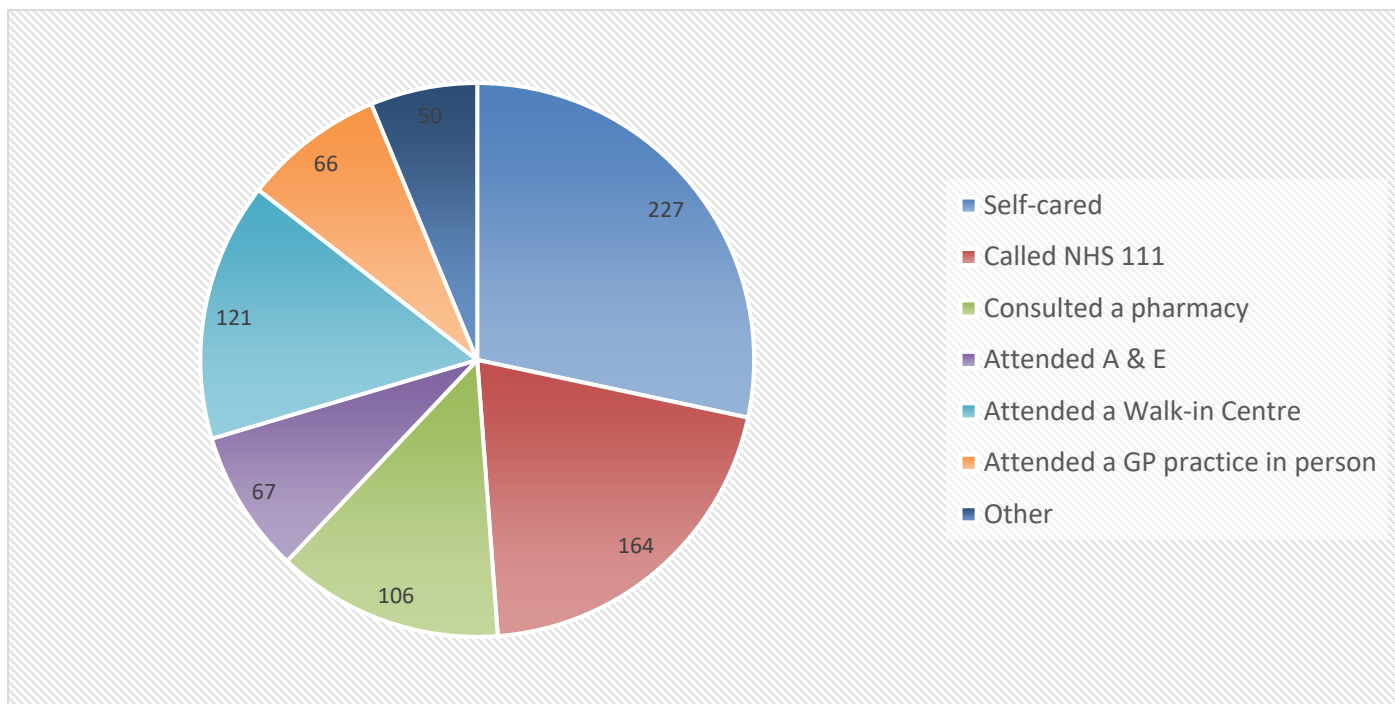
"various"
"very unpredictable"
"you have to ring back each day"
"usually told to ring 111"
"unable to make one – told none available"
"told to go to walk-in centre"
"told to ring another day at 8am"
"they run out and say call back"
"phone consultation on same day"
"on the same day if you can actually get through"
"nothing for over 4 weeks"
"no offers made"
"depends on availability"
"I've given up trying"
"emergency usually same day"
"depends, you have to email the GP first"
"always seen on the day"

4b. Breakdown by GP Practice for appointment time

Name of Practice	On the same day	2-4 days	5-7 days	7-10 days	2 weeks	3 weeks	3 weeks+
Alistair Ross					2		1
Bolton Community Practice	1	1	1				2
Bromley Meadows					1		
Crompton View	1						
Dalefield		1					
Deane Clinic				1			1
Dr Hallikeri					1	3	3
Dr Leach		1					
Dr Malhortra				1			
Dr Suresh	1						
Dr Vasanth				1			
Garnet Fold	1						
Halliwell	1						
Harwood Health Centre	1	1				1	
Heaton			1		1		1
Kearsley Medical Centre				1			
Kildonan House		4	1	1	1		1
Mandalay				1		1	1
Octagon	1		1				
Olive Family practice		1					
Pennygate	3	1					

Name of Practice	On the same day	2-4 days	5-7 days	7-10 days	2 weeks	3 weeks	3 weeks+
Pike View surgery	12	6	2	1			
Pikes Lane	1						
Spring House							1
Stablefold	25	3	7	11	22	7	11
Stonehill Medical Practice	1			1	1	1	
Swan Lane Medical Centre	1						
The Oaks			1				1
Tonge Fold						1	
Unsworth practice (Peter House & Blackrod)	18	6	17	10	42	34	75

5a.If you have not been able to get a timely appointment at your GP practice, have you sought help elsewhere?

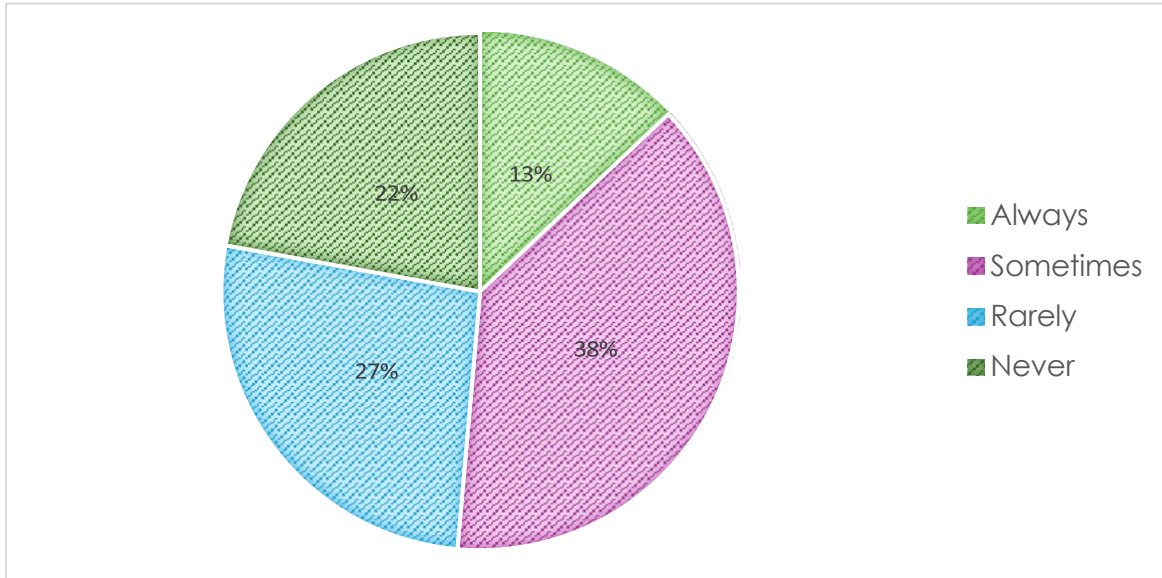


Self-cared	227
Called NHS 111	164
Consulted a pharmacy	106
Attended A & E	67
Attended GP practice in person	66
Attended a walk-in centre	121
Other	50

Respondents who answered 'other' did not specify what they did. Here is a selection of comments relating to question 5a:

"went private" "suffered in silence"
"nothing, just left it to get worse" "not had a problem"
"kept calling back" "given up on all hope"
"I tend to use the weekend service as it is easier and quicker to get an appointment, plus the appointments are usually on time with very little waiting".
"Can never get to see a GP. It is always an ANP or Pharmacist"
"Fantastic, homely caring practice with wonderful doctors and staff"

6a. Are you offered the type of appointment you prefer eg. Telephone, face to face, video)?



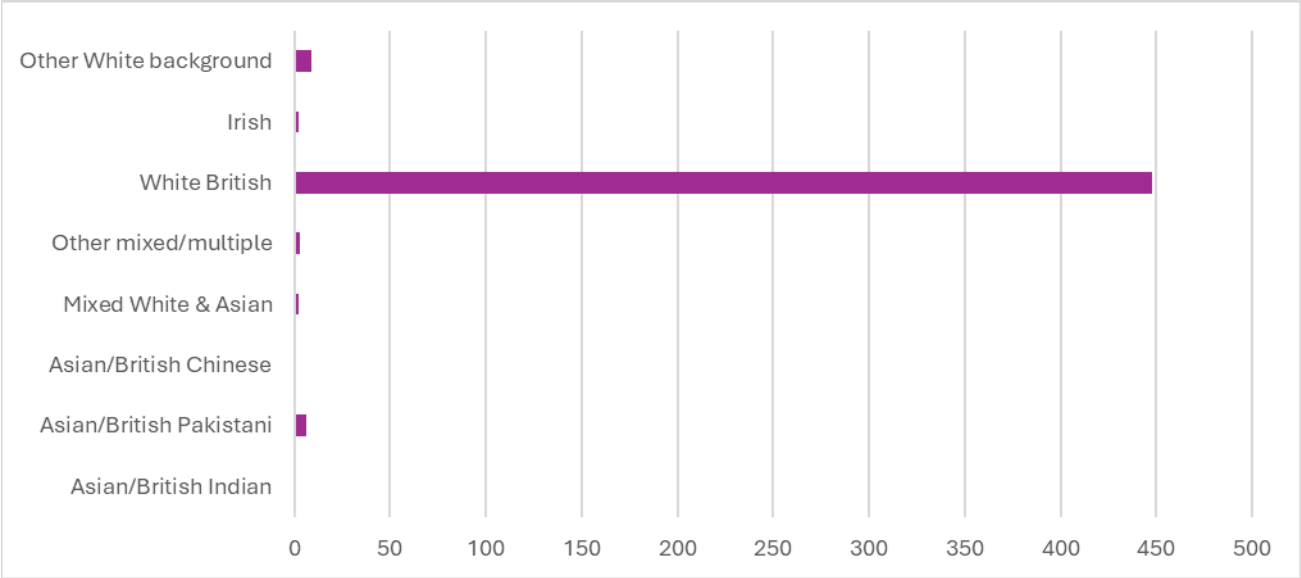
6b. Breakdown by GP Practice for appointment type offer

Name of Practice	Never	Rarely	Sometimes	Always
Alistair Ross			2	
Bolton Community Practice	1		3	
Bromley Meadows			1	
Crompton View				1
Dalefield			1	
Deane Clinic	1	1		
Dr Hallikeri	7			
Dr Leach			1	
Dr Malhortra			1	1
Dr Suresh				1
Dr Vasanth		1		
Garnet Fold				4
Halliwell				1
Harwood Health Centre		2		1
Heaton	1	2		
Kearsley Medical Centre			1	
Kildonan House	1		6	2
Mandalay	1			1
Octagon			2	
Olive				1
Pennygate				2
Pike View surgery	2		7	12
Spring House			1	
Stable Fold	28	38	43	13
Stonehill Medical Practice		2	1	1

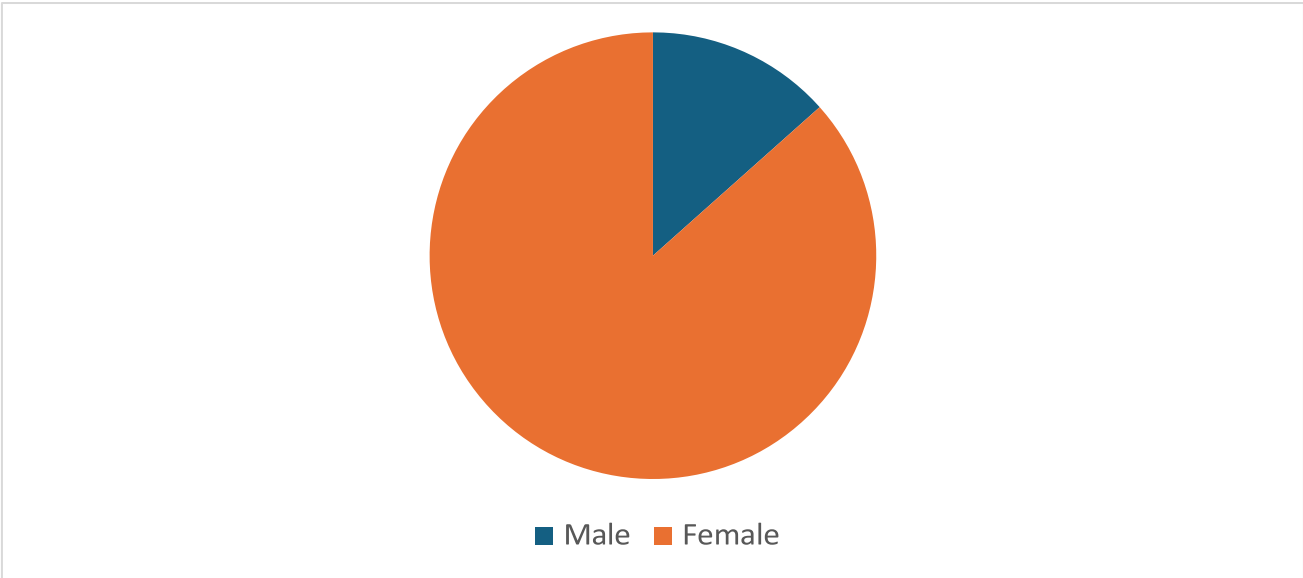
Name of Practice	Never	Rarely	Sometimes	Always
Swan Lane Medical Centre			1	
The Oaks		1		1
Tonge Fold		1		
Unsworth practice (Peter House & Blackrod)	45	63	119	37

Demographic Information

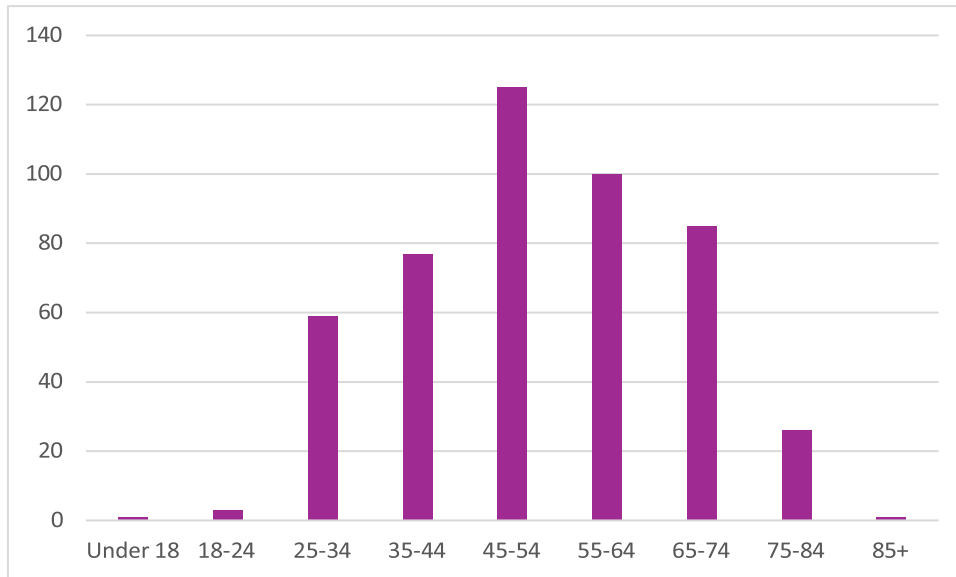
7. What is your ethnicity?



8. How would you describe yourself?



9. What is your age?



Comments/Conclusions

As stated at the beginning of this report, the majority of respondents were from the Westhoughton area of Bolton and provided feedback about The Unsworth Group Practice and the Stable Fold Practice. The number of respondents taking the survey, and their feedback and comments, indicate that patients are still experiencing problems with accessing these two practices, sharing mostly negative feedback. Issues expressed include difficulty contacting the practice by telephone and obtaining a timely appointment.

Other practices to note where mainly **negative** feedback is shared are Dr Hallikeri.

Respondents have also shared mainly **positive** feedback about the following practices:

Garnet Fold, Pike View and Dr Vasanth.

Appendix – Individual Comments about Practices

All comments are shown verbatim which includes typos.

Alistair Ross

143 calls before I got through to speak to someone

Staff are very polite/helpful, but are limited to the number of appointments available. Our main doctor has reduced the number of days he practices & a new younger doctor has joined the practice. Telephone appointments seem more often now. I think we are lucky.

I requested a specific doctor & only offered an appointment 6 weeks later, so agreed to see another doctor. An appointment was then offered in 2 weeks time.

Bolton Community Practice

Complete shambles since merging practices to Bolton Community, worked better before

I only phone the practice when there is a 'proper' reason so have (99% of the time) always been given either a telephone or face to face appointment. I am generally happy with Bolton community practice.

Bromley Meadows

Can be frustrating at times to deal with . Issues at times dont get followed up properly, results have been lost meaning I have had to re arrange further appointments to have tests done again. Service received various on which receptionist you deal with. Saying that, the majority of the time receptionists are generally very helpful, though can be abrupt. Do dread ringing though as dont always know what service I will get. Also feel rushed every time I do have an appointment , as though they just want you in & out. Does'nt leave much confidence that your being listened to.Though this is dependent on which doctor you are seeing,

Crompton View

Fantastic homely caring practice with wonderful doctors and staff

Deane Clinic

Rude, always busy but never people in surgery waiting, so why have four Receptionist,

Dr Hallikeri

<i>Very bad practice, staff Very rude & PM Very Rude</i>
<i>Practice Manager is very rude & fobs people off</i>
<i>Staff always give an appointment with the pharmacist, even though you ask for a Doctors appointment, there is only Dr Hallikeri & 2 pharmacist working in the practice. Dr Hallikeri only works one morning a week & the rest of the week is run by pharmacist. NHS England need to do something with this practice, the service is absolutely diabolical. It needs a new operator running this practice as they are fooling patients & Dr Hallikeri is filling his pockets on the expense of the patients & his wife is nasty and no customer service skills whatsoever.</i>
<i>Dr Hallikeri should be sacked as he is not offering the service to the patients & his wife the practice manager should also be sacked with immediate effect as she is very rude and gets aggressive when making a complaint. The practice don't have any Dr's, it's just himself and 2 pharmacists, Dr Hallikeri never see's patients & when booking appointments the impersonate the Pharmacists as Dr's. We are never given appointments with the Dr as they don't have one. This practice needs shutting down as it is unsafe & his wife the practice manager is argumentative & rude, she needs to be sack immediately.</i>
<i>This practice needs investigating as it has no Doctors & is run on pharmacist. The staff & manager are rude, the practice need shutting down.</i>
<i>Bad practice, never any doctors, on Dr Hallikeri & he only works one morning a week the rest of the week it's run by pharmacist. The Practice Manager is nasty & the staff are not friendly, needs shutting down.</i>
<i>Bad practice never have any appointments to see the Dr, always gives appointments for the pharmacist. Needs closing down.</i>

Dr Vasanth

The reception staff are a rare breed of DELIGHTFUL GP reception staff. They are always super friendly and helpful. My GP is also very caring and attentive when you are in touch with him. He is fairly active on his emails.

Dr Malhotra

my doctor is part of pike view medical center in horwich and I end up going there for appointments instead of westhoughton

Garnet Fold

<i>Really happy with care from the GP surgery. I have had issues where I have had to make a complaint which was quickly picked up by manager and swiftly resolved. Overall I feel lucky that my GP practice does see patients in a timely manner & their care is excellent in my experience.</i>
<i>They are amazing over and beyond</i>
<i>Brilliant go above and beyond</i>

Halliwell

Always have same day appointment or offered another day if my preferred gp is not in.

Harwood Medical Centre

<i>Not interested resulting in death of my husband</i>
<i>I haven't seen a GP in forever, only ever get to see ANP</i>

Kildonan House

<i>We now have a telephone ordering prescriptions, only which makes a big difference</i>
<i>I don't get annual check ups. I am still waiting it's 15 weeks for an insurance form to be signed after constant chasing.</i>
<i>Some of the receptionists are dreadful</i>
<i>If you do see the doctor there is no care given and so unprofessional. I seen a doctor who was more arsed about his Facebook than actually helping me and said "but what do you expect me to do for you?"</i>
<i>Chronic pain is still not recognised as a standalone condition, despite being formally recognised by WHO in 2019, under ICD-11. This means audit statistics are flawed and causes chronic pain to be hugely underrepresented. It would be fabulous to have specialist pain practitioners in every practice, as there are for other common chronic conditions.</i>

Mandalay

<i>When I was ill between Christmas and New Year, I phoned the Dr and was given an appointment at the walk-in centre at 8.45pm that night, excellent service!</i>
<i>always feel a nuisance</i>

Octagon

<i>Very unprofessional and breach confidentiality</i>
<i>I find them generally helpful and informative.</i>

Pennygate

I cannot fault my GP practice and from what I hear, Bolton GP surgeries need to find out what they're doing and follow suit.

Pike View

<i>I have been at my Drs 7 years and never once been able to see a doctor. Always a nurse practitioner. I should be able to see a doctor when I request</i>
<i>Can never get to see a GP. It is always an ANP or Pharmacist</i>
<i>Found them always helpful and react quickly to refer when needed</i>
<i>It takes some time to get through first thing which is expected. Have always been directed to who I need to see, receptionists are always very helpful, Amy in particular is always very helpful.</i>
<i>Absolutely Amazing...never had a problem</i>
<i>Fantastic with my kids, they are always a priority. Need to call at opening time for a same day appointment. Excellent doctors, friendly and efficient receptionist</i>
<i>Always been excellent</i>
<i>They are excellent</i>
<i>Excellent doctors</i>
<i>Very helpful receptionist and excellent doctors. I generally go to satellite surgery Church St.</i>
<i>Reception staff friendly and helpful. Doctors always courteous and give full explanation</i>
<i>I've moved to this surgery because they have been brilliant with my husband. My old surgery was Peter House Surgery and they were a waste of time that's why I gone to pike view surgery</i>
<i>never have a problem with.y GP</i>

Spring View

Very bad was taken of diabetic meds now have wounds went to see consultant who wasn't happy he wrote letter been put back on it

Stonehill

<i>I tend to use the weekend service as it is easier and quicker to get an appointment, plus the appointments are usually on time with very little waiting.</i>
<i>Creative use of staff. Excellent nurses, paramedics and reception staff. House calls when needed for frail elderly patients. In the last 18 months they have supported my father and i so well. Compassionate</i>
<i>Please see 4 above. Also, the one problem, one appointment is ridiculous as there are many times when different symptoms are linked e.g. when you have a cough, this could be that you're also suffering from headaches and loss of balance, so saying that an appointment is for one thing is wrong.</i>

Stable Fold

<p><i>You can never get through to book an appointment or follow up appointment there are very few appointments available to book on line how older people manage I don't know It really is unacceptable that you can't get an appointment when you need one</i></p>
<p><i>What was once a great doctors is now shameful you cannot get an appointment especially if you work</i></p>
<p><i>Slow, poor receptionist</i></p>
<p><i>Not the worst, but being told I need an urgent appointment about my blood test result, then being offered one TWO WEEKS later isn't acceptable is it?</i></p>
<p><i>Can't get an appointment. Struggle to get through when you do get through they tell you no appointments and to attend A&E!</i></p>
<p><i>Unfortunately as a health care professional myself, I've found that they aren't very thorough when reviewing patients, documenting a consultation, making referrals & reviewing results. I've had to chase these up myself on a few occasions. Someone without a medical knowledge might not be able to do this.</i></p>
<p><i>Repeat prescriptions are a nightmare to get . Lots needing reviewing everytime then a weeks wait to actually get the medications from the chemist</i></p>
<p><i>Good service from nurse practitioner</i></p>
<p><i>It's extremely frustrating when you can't get a appointment especially when you are feeling very ill, and also when your mental health suffering and you need to see someone for help and support but have to wait days.</i></p>
<p><i>Very rude unhelpful receptionist. I made a written complaint</i></p>
<p><i>It feels like you're not taken seriously. Appointments and referrals take weeks or months rather than days. It's not worth bothering</i></p>
<p><i>They ONLY offer same day appointments at 8am. You cannot book anything in the future and so cannot plan around work commitments etc. They don't use online booking nor ask my GP. It's pretty archaic</i></p>
<p><i>Constantly changing doctors q</i></p>
<p><i>The staff work so hard with issues out of their control from the overly demanding general public, especially the over 50 age group. They're always friendly and helpful and if they are able to they will do whatever in their power to sort you out. GPS in westhoughton especially get a bad rep from those who like to moan that it is the 1960s anymore.</i></p>

<i>Normally ok. Saw the nurse for a smear and she was lovely. But would like to see my doctor face to face</i>
<i>Very rarely get an urgent appointment. Sick of being told to phone 111 to try to get an appointment. Takes at least 35 to 45 mins to speak to receptionist, from 8am, then no appointments.</i>
<i>Staff are extremely helpful and will do their best to help you</i>
<i>The clinicians and staff are all great when you can eventually get to see them. The phone lines need to be sorted. When phoning last week, I was 3rd in the queue, by the time I spoke to someone all appointments had gone. How can this be right?</i>
<i>I'm housebound but the practice do their best to help me when I need it</i>
<i>The doctors are good but the process of being seen is horrendous IV started ringing 111 rather than try my doctors last time I rang 42 times before getting through to be told no appointments and I should of rang at 8 which is did</i>
<i>Can get an appointment to see a nurse easily but not a GP. Are they still working from home?</i>
<i>The system needs changing back to a face to face appointment as the first option. At the moment if you can manage to get an appointment either online or by phone it will only be a telephone appointment.</i>
<i>Manners of the receptionists saying no appointments but waiting area empty ad there are 4 doctors and nurses on the practice. Online emails some people don't have online or emails</i>
<i>Trying to get through to gp makes me often given up. Takes sometimes 20 to 30 phone calls and may not get through.</i>
<i>The receptionists have been extremely rude to a family member of mine, laughing at an old mine behind his back</i>
<i>They misdiagnosed my cancer, left for months in pain</i>
<i>Always excellent when calling about my children</i>
<i>A doctor sent my daughter a link to access for a condition she had been told she had. This link would not work so rang receptionist & she told her nothing I can do just google your symptoms. Disgraceful.</i>
<i>Long waits to see GP</i>
<i>Very bad service, phones always engaged, unhelpful receptionists and never any appointments</i>
<i>When you eventually get an appointment it's with the nurse rather than a doctor</i>

Try by telephone to get appointment at 8.15am onwards, by the time the reception pick up, all appointments are gone!
Can't book in to see a GP it's only ever a phone call if you manage to get through
Can't get by Receptionist when trying to get an appointment. Appointments seem to be rushed and if you want to talk about more than one thing in the appointment
11 told my doctors they had to see me because I was so ill within 2 hrs the doctors said they didn't have an appoint till next day
Ringling the surgery 10mins after opening nothing ever left told ring 111 as they will have some apps for our GP absolute joke if you do get an app very rare it's always a telephone consultation
They need to update the answer machine as it says emergency at 0800 and routine at 1000 but they never hold appointments until the 10 window for routine
Waiting on phone for sometimes 40 minutes then getting cut off
No pre bookable appointments and hard to get in on same day when ringing at 8am
You don't get doctors appointments easily you get to see a nurse practitioner with is not always what you need it took me 2 months to get treatment urgently needed refered by nurse practitioner but not given meds needed he didn't now enough to make the decision in my opinion but he was very helpful
Not enough GPs in the practice. Went down to surgery 7.45 am to queue for appointment, was 5th in queue but the 4 people in front got the available appointments for that day!!
They turn the phone lines off for people to Que outside from 8am impossible when working
Can never get an appointment then when you eventually do there's nobody in the surgery it's like a ghost town.
We have found it extremely frustrating to have to go and queue at the surgery to get an appointment as the phone is just not an option as it can take more than 100 tries and still not get through
Unfriendly reception staff have to explain why u want to see Dr in public
Some receptionist are rude
Once you get an appointment they are very helpful
Any time you visit the surgery for a routine checkup there is never more than 2 people waiting here. There's seems that all the appointments have already gone by 8am.

Not enough doctors. Appointments are impossible to get. When you actually see a doctor they are fine but that almost never happens. Needs a serious overhaul of the amount and availability of apps

There needs to be an increase of GPs. Being told there are no appointments for 2 months when I went in person is abhorrent. I was told that most of the GPs were on holiday and sometimes the locum doctors don't turn up! I also feel rushed when on the telephone. It's like they can't wait to get off the phone. Really unprofessional. And when I'm asked a question about my body, I'm not the expert. This is where an in-person appointment is important. Then they could see, feel and ask me more questions to get a better picture. I don't hold the practice wholly responsible for the state things are in, but they seriously need to expand and appoint more GPs. And some receptionist could be a bit more welcoming. A smile costs nothing. And also privacy - when waiting to see a doctor, you can hear EVERYTHING a person is saying to the receptionist. When you see the GPs in person, they are good, albeit rushing you. The nurses are very good.

Never get to speak or see same Dr, forever having to go over existing health issues, feel like a nuisance for contacting them for appointment .

Can hardly ever get an appointment

Phone lines never active from 8am so hardly any chance to get an emergency appointment, sometimes late to send important prescriptions to the pharmacy for collection.

Always seen on the same day

They are always pleasant and professional tge simple dact us westhoughton has expanded so much the 2 small doctors jyst cannot cope with the influx of people due to building

The new phone system makes it harder to get through. It's impossible to get through before 9am by which time all the appointments are gone. I recently had a chest infection and, due to pre existing conditions, I am supposed to have antibiotics. Phoned at 8am, couldn't get through. When I eventually got through i was told that all the appointments had gone. They offered me an appointment for 3 weeks later. This was after I had explained that it was urgent. I had to phone 111 who were very helpful but after going round in circles and speaking to various people, I eventually ended up with phone call from my gp. Where is logic? That took five hours and my health was rapidly going downhill. It's no wonder A&E are overwhelmed. The amount of doctors in this area is not enough for the current population. More and more houses are being built and the services aren't there to support them. The current system is not fit for purpose and it's the people that suffer.

I have not seen a doctor face to face in years. My last consultation was by phone and just to get that I waited 3 weeks

<i>Half the time just get a nurse</i>
<i>When ordering a repeat Prescription medication, there have been errors. Lack of follow up appointments. Unable to book an appointment with a GP on the day. Online consultation appointment not offered within 3 days and offered appointments after 1 week</i>
<i>Online booking of appointments is virtually pointless as there are never any available.</i>
<i>Even after explaining my elderly mum struggles with consults on the phone. They still insist that sometimes it is the only option.</i>
<i>Kids always seen same day. Adults 90% of time seen straight away. Annoying having to ring up to 100 times to get an appointment at 8am but they staff are always very helpful as are the doctors/nurses</i>
<i>Never an appointment available but nobody in the surgery when you attend in person !!</i>
<i>Receptionist think they are a gp to tell you if you should see a nurse or gp. Appointments are offered weeks after illness has passed.</i>
<i>The receptionists are worth their weight in gold</i>
<i>You have to ring up at 8am and if you do actually get through is almost impossible there's a 99% chance that all the appointments have gone. I really feel there should be some appointments which you are able to book in advance as it's not always easy to ring at 8am, plus some things aren't an emergency but do require attention, if there were some appointments available to book then the ones on that day could be left free for people who require more immediate help.</i>
<i>I understand they are busy but I rarely go to the doctors but now I'm getting older I need to see a doctor when I can, not a telephone.</i>
<i>Poor communication after lab tests at RBH.</i>
<i>I queued from 7.35 to get an appointment to be told they had all gone.. when you do get an appointment after going through a rude obnoxious receptionist the gp is lovely</i>
<i>Being passed from pillar to post trying to get answers - telling me to book emergency appointments just to confirm information which takes urgent appointments away from more serious cases - not being provided with information eg referred to hospital but not informed until letter arrives from bookings then when asking surgery why they want me to book an emergency appointment wasting money - they don't follow up on queries and let you know what's is going on 7 months now waiting for update</i>
<i>Very hard to get through on the phone As they always say phone from 8am & when your call is finally answered All appointments have gone</i>

Suresh

Many kind experiences

The Oaks

My GP services are excellent. Staff very kind, very helpful, in particular nurses and doctors. Occasionally the reception staff seem rushed and can be curt but on the whole they too are very helpful and kind.

Tonge Fold

It is a nightmare trying to get an appointment through the receptionist or order a prescription because nobody will help you to get on patient access then they say that's the only way you can order. I had major surgery and it was a battle trying to get to see my gp after it when I had complications. I thought my scar was infected, they tried to offer me a tel appt in 3 weeks ? shocking

Unsworth Practice

<i>Hard to get appointments. Sometimes have to travel to westhoughton to be seen if offered an appointment.</i>
<i>Unable to make appointments, wait and wait for the phone to be answered, to be told no available appointments. Call in to be told no availability. Tried to use app to be told to contact doctors? How are you supposed to get appointments?</i>
<i>I don't understand how you have to ring back every morning then when you get through all apps have gone, how many appointments are given out each day, I will never go to the GP if I can self care but when I need to get a GP or phone call never able</i>
<i>Dealing with the receptionist in person is nearly always a battle.</i>
<i>Was always good until they linked the phones with unsworth practice westhoughton</i>
<i>They allow patients to go into the surgery at 8am to make appointments meaning by the time they answer the phones all appointments have gone</i>
<i>Worst experience ever. Cannot get through on phones easily and when you finally get through long messages and no appointments available</i>
<i>Hard to see a actual GP</i>
<i>Receptionists are very rude. Awful to speak too</i>

Every time I've seen a GP it's been a fruitless endeavour. They're often just a middle-man to see an actual specialist. Which would be fine if it didn't take nearly a year for this whole process to occur.
They are always rude and never give you continuity of care. I have an addiction to codeine yet if I go see a new Dr they will prescribe it to me
If flu jab etc book at Boots
Having multiple health issues but doctor hasn't got time to read the notes.
I am a 68 year old pensioner with mobility issues and live on my own (no car) more people are going in at 8am to make appointments, I cannot do that and worry that it will get worse when needing an appointment as I have several long term health conditions. I have to get taxi to and from GPs so its costly if I need to go there for 8am just to make appointment. what provisions are there available for pensioners in my position who need to see a GP?
Can't get through on the phone in the morning
Incompetent
It seems that only one doctor is only ever in the practice in any day the surgery is always empty or patients waiting to see nurses or non doctors
The receptionist are very rude not all of them the recording you have to listen to every time is not acceptable nor is the receptionist asking why you need to see the GP..You have to insist on seeing a GP or you are only seen by the GP assistant I made a complaint about one of them to the Complaints Manager who without disclosing delicate information the person had been spoken to and I would see a different attitude. The GP'S are constantly training so unavailable to see you. Sorry state of affairs. Worst they are not reading letters from hospital consultants. You are anxious before you dial the number and always 10th in the queue??
Struggled to get a Dr face to face appointment for a long time and saw Apps not impressed being passed about between Apps when needed a direct drs appointment. My health changed for the better after seeing the doctor.
Not fit for purpose
Full car park and no patients
Always try to help and fit you in or get someone to ring you
Impossible to get an appointment. Long waiting times on the phone to get through and there be nothing left for the same day. Staff often not helpful.
Partner GPs are never available. Often feel fobbed off.

<p><i>It is disappointing and frustrating that in a post covid world it is impossible to get a same week, let alone same day appointment to see a Dr. The new reception / front desk space is impersonal feeling like you are now sat in a warehouse waiting to be seen. I sad reflection of moving with the times.</i></p>
<p><i>too many patients and not enough doctors at the surgery</i></p>
<p><i>Takes to long to get an appointment</i></p>
<p><i>Long waiting times on the phone. Unable to get same day appointment for emergencies, obnoxious unhelpful staff. The new reception layout has no confidentiality at all. People waiting can hear discussions between you and the receptionist.</i></p>
<p><i>The waiting time on the phone to get appointment at 8am is horrendous. By the time you get through all appointments gone.</i></p>
<p><i>The GP app is useless never appointments on there to book unless you want the month after your ill</i></p>
<p><i>I find they don't seem to 'activate' the phone lines sometimes until later than 8 (once it was 8.15) and then by the time you do, you could be 10th in the queue and no appts left. There doesn't seem to be any provision for urgent but not emergency appts as it's either on the day or in 4 weeks time. Eg. I needed a sick note for work. I was offered an appt 3.5 weeks later but needed the note asap for work. Ended up getting an emergency appt the next day because I was unable to wait 3.5 weeks.</i></p>
<p><i>Appointments were always available before COVID, often same day or same week. Now it is impossible to even get through and the wait for an appointment is many weeks</i></p>
<p><i>Once you get an appointment then the GPs are very good but the choice of GP and appointment availability is limited</i></p>
<p><i>Difficult getting a non-urgent appointment and therefore have to ring at 8am for appointment same day</i></p>
<p><i>I've always managed to get a suitable appointment. If you follow the correct procedure I've not had a problem I</i></p>
<p><i>The receptionists are extremely rude and purposely prevent you from seeing the doctor. They are dismissive and think they know everything about your illness. If you do not discuss your health issue with them you do not get an appointment. Upon having a mental health episode I was told it was not important and that I would not be allowed to see a doctor. They ignored an urgent request for an appointment from 111 during this time. They promote suicide as the best cure for depressive episodes. They used it as an incentive. I am disgusted by them.</i></p>

<p>Currently seeing a consultant Haematologist. He wrote to the GP in November requesting a prescription for 2 items. Only one was prescribed. Only discovered this on recent consultant visit. Contacted Peter House to ask for an explanation. Was advised duty doctor would call me back. No call received. Rang back 48hrs later to be told a prescription fir the missed item had been sent to the chemist. No explanation, no apology. Very disturbing that thus has happened. Absolutely rubbish service and quite honestly negligent.</p>
<p>I seem to be dealt with efficiently and professionally. So long as you call at the right time for your needs. I've had evening appointments a few days after my call. It sometimes takes a while to get through.</p>
<p>Never get to see sane doctor. Often don't really know what to do when you are ill better to see a nurse if possible as long as they can refer you on</p>
<p>I don't understand why the practice is still registering new patients when it cannot cope with patients already on books. Unable to book appointments after visiting a GP when GP has asked you to make another appointment- only 2 weeks in advance. Had to wait 3 months for a smear test even though had a letter saying needing one- how important it is not to delay it! During the GPs smear test week campaigning I rang to complain made no response. I have put in 2 formal complaints and never received a response to either - disgraceful customer service This practice went downhill a couple of years ago ... not sure what changed ..staff??!</p>
<p>You can queue up outside from 7.30am and if there are already a few people before you by the time you get to the front everything has gone. When you try to get through on the phone you either get cut off or get in the queue and 40 minutes later are told no appointments left</p>
<p>When you do get to see someone they are very helpful and efficient</p>
<p>I've sat outside the surgery at 7.15 in the morning when I was desperate for a face to face appointment. I previously went via 111 as at 8.05 am there were no appointments. I was eventually seen at 9.40pm at the other side of Bolton, a 20 minute car journey. I had a double prolapse and uti; a pretty dire experience</p>
<p>Rude receptionist, no privacy the while waiting room listen to your ailments</p>
<p>Never any experienced doctors available</p>
<p>If you do not have access to the online appointments, the likelihood of getting an appointment on the day you ring is very unlikely</p>
<p>A lottery every time you ring</p>
<p>The doctor and pharmacy are shocking would leave if I could</p>

<i>You get nurse appointments usually for 3/4 weeks ahead then when you go in the surgery there's 3 people in only one doctor seems to be in the surgery and the rest are in to see nurses or none GPs you can't get face to face appointments anymore since Covid most doctors seem to be working from home doing telephone appointments</i>
<i>Feel it's no point contacting them</i>
<i>Generally not happy</i>
<i>Have to wait 3 weeks to for a telephone consultation to discuss blood test results</i>
<i>It is very worrying to know that if you need to see a GP, you are not able to.</i>
<i>Reception staff are very abrupt</i>
<i>Difficult to get through on the phone for same day appointments. Often advised to call 111 who on one occasion called an ambulance which was unnecessary as all they did was call through to GP practice. Same day appointments released on the app before surgery opens. Can't book in advance at all.</i>
<i>I can never get face to face appointments. The only appointments I can get are phone calls emergency ones, which are no good for ongoing issues or general consultations needed. I can't access help</i>
<i>You can never get an appointment, they advise appointments are released on nhs app each morning at 7am however they never do</i>
<i>Very poor choice of appointments. The surgery has 1 slot dedicated to NHS 111 service each day for a practice of 20,000 patients is somewhat poor?!</i>
<i>Very caring and conscientious staff working under difficult conditions</i>
<i>Can never get through even if you ring first thing</i>
<i>No privacy when speaking to receptionist. Other patients can hear everything</i>
<i>Not good, can't even get blood test appointment for weeks, needs to be sorted</i>
<i>If you do get through more often than not there aren't any appointments left for that day. And you have to start the process of scrambling to get one the following day etc</i>
<i>Hardwork</i>
<i>Taking ages to answer the phone and sometimes cut off, not being able to get same say appointments, waiting for referrals</i>
<i>The chemist attached to the doctors is diabolical</i>

<p>Had blood test, received a text asking to make an appt, had to go in to make it and then it's nearly 3 weeks for a telephone call! Westhoughton needs a healthcare centre. Not enough doctors for the size of it</p>
<p>Needed urgent painkillers after surgery, was offered a telephone appointment for a week later when I had already run out and Surgeon said gp would prescribe and sent gp email about this. Rang 111 their doctor prescribed the same day. Also musculoskeletal referred me back to clinic that provide insoles, for a second bunion and foot pain, they said wear firm shoes, 12 months later podiatrist said to go back to doctor and ask for referral for surgery, by then needed bunion surgery, hammer toe which came due to prolonged bunion, and third toe straightening, should have just been bunion had musculoskeletal doc referred me the first time. Have to be buzzed into doctors area, reception staff often chatting and not aware.</p>
<p>The phone system is antiquated. I have to call another out of the area a carer and theirs is great, simple queue system, no cap, telling you where you are in line and they answer.</p>
<p>Appointments are not made clear whether face to face or telephone. Phone lines make you hold for a long time and then cut off. Cannot get appointments for same day/urgent even when phoning at 8am as stated</p>
<p>I feel very sorry for the staff. I think they do a wonderful job but there are just far too many patients for them to cope with.</p>
<p>Receptionist often rude</p>
<p>Awful trying to get through on the phone. No appointments available when eventually get through. Too many people trying to access a service that isn't fit for purpose</p>
<p>Never read medical history. Never explain. Ive even had GP shrug shoulders. That incident became an emergency.</p>
<p>Vaccination clinics they run are atrocious</p>
<p>On hold far to long, even when you do get through which is rare, no appointments, need to call back, then at least 4 week wait - diabolical</p>
<p>It feels like they have too many patients for amount of staff. They honestly seem to want to do better but just run out of appointments way too quickly. Just feels stretched to near breaking</p>
<p>Good GP practice but not enough doctors/appointments for a growing Westhoughton population.</p>
<p>Feel like I can never get appointments to the point where I dread having to phone. Whenever I ring I'm always 9th in the que then there's no appointments</p>

<i>left. Tried to book in for a smear test, nothing available for 5 weeks. A routine appointment was cancelled twenty minutes before, then offered a new one 4 weeks later.</i>
<i>Very difficult to get an appointment and often non available. Front desk has window so receptionist can't hear you meaning you have to speak loud to be heard allowing everyone in the waiting room to hear your personal health needs.</i>
<i>I dont understand why the phones are so busy there are no appointments but then when I do get an appointment there is no one in the waiting room maybe 1 other person its crazy</i>
<i>They wanted to give my children the same vaccines several times. Totally unacceptable. Terrifying.</i>
<i>Very poor. Never answer the phone & queues form at the surgery from 8am onwards for appointments. Appointments never run on time & you are always made to feel like an inconvenience.</i>
<i>Cervical screening clinics are only offered on a Thursday, the link expires quickly, I work in the NHS myself on set days including thursdays. I have been unable to secure an appt and my screening is significantly late.</i>
<i>I'm 76 and don't want a phone appointment yet I am made to feel that this is the only option. Constant change of reception staff slows the check in process down and they are very abrupt.</i>
<i>Receptionist very rude</i>
<i>It take to long to go through the talking before you get told a que number and also I keep getting sorry this number not taking calls please try again</i>
<i>After calling 111 who advised me to ring my GP back and tell them I needed to be seen, I was told by the very rude receptionist that it's not possible and to go to A&E. I understand they are overworked and overcrowded in the system but being told to ring back at 8am the next day on the off chance there's an appointment is not a good enough system.</i>
<i>My last appointment was cancelled the day before then given a link to rebook but no appointments available for next four weeks please try again</i>
<i>When you eventually get through you're told to call again tomorrow to try and get an appointment as all gone</i>
<i>Always takes so long to get a answer over the phone ,</i>
<i>Can't get appointments hardly ever unless book so far in advance</i>
<i>No consistency. See a different doctor every appointment so they don't really know you or own an issue. Very difficult to get an appointment. Unfortunately it's</i>

<i>done down hill. No idea what will happen when the 300+ extra houses built in westhoughton . Surely the town needs a new doctors surgery.</i>
<i>Too many patients for too few doctors. Often struggle to get seen or even get through</i>
<i>They are unable to offer available appointments so you are advised to ring 111 or use the app which usually tells you to ring the GP.</i>
<i>Rude receptionist, never any appointments substandard doctors</i>
<i>The GPs and clinicians are mostly very caring and nice when you can get in to see them. They are very stretched due to all the houses being built but no new surgeries being built to accommodate all the extra people in the area. I do not feel it is directly them to blame but all the development allowed. Reception staff can often be very rude and dismissive. This requires a lot of improvement.</i>
<i>If it is urgent and I get through early enough i have managed to get same day appointments but normally if i ring up for generic things I am waiting weeks</i>
<i>I have not seen a practice doctor since Covid</i>
<i>I have no complaints about my GP surgery. I can get appointments when i need and medications when i need even at short notice. I have no negative issues at all</i>
<i>Not seen a practice doctor since before Covid</i>
<i>Unable to get appointments when needed.Long waiting times on phone waiting to be answered</i>
<i>No privacy at front counter, repeated cancelled appointments last minute, no continuity of care, dismissive doctors, no follow up and having to walk to surgery for opening time to make a same day emergency appointment as its impossible to get through on the phone in time to get a same day appointment</i>
<i>Doctors are great when you can actually get to see them... soul destroying trying to get an appointment though</i>
<i>Nit getting through on the day just rings and then goes off , ringing from 8 am untill 830 am</i>
<i>The amount of times I've complained to the practice manager over the poor performance and she just fobs you off, it's the worst gp ever they need reviewing</i>
<i>Terrible service.</i>
<i>Not always with a GP but a physician associate which I would rather not see</i>
<i>It's becoming more and more difficult to get medical assitance/advise from my practice</i>

<i>Booking system is poor</i>
<i>Never see the proper doctors. Always trainee's or nurse practitioner</i>
<i>Usually very pleased</i>
<i>Difficult to see a doctor/ always offered nurse practitioner. They were also slow at registering our newborn baby & wouldn't offer an appointment until THEY had processed paperwork which took weeks.</i>
<i>Dismissing people's blood results</i>
<i>Waste of time when you do get to see someone they want to mask with medication rather than find the cause</i>
<i>It's ridiculous. No wonder A n E is getting so many people there. It's impossible to get into your doctor's.</i>
<i>Main difficulty is getting through and making an appointment, usually told to try ringing again next day</i>
<i>Usually very good. I feel well looked after</i>
<i>It's stressful when thinking about telephoning for advice. The lines are constantly engaged or you wait about an hour to get through, you can't telephone in the morning for a non essential appointment, but told you can't pre book to see a GP as the appointments are not released. When asked when will they be realised? The answer is, I don't know that information, trying to get an appointment that day for an emergency, is simply impossible too!! I feel sorry for anyone, who can't use technology, I have witnessed patients in tears with cancer begging for an appointment at the window to be told no!!</i>
<i>Not enough appointments, phones don't get answered</i>
<i>When I have managed to get an appointment with the GP they have been very helpful, the issue is getting the appointment in the first place</i>
<i>Can't book an appointment</i>
<i>Get told to make appointments for reviews follow-ups etc within a certain time but when you try it's impossible to get them and end up waiting ages.</i>
<i>Waste of time . Don't even bother trying to get an appointment . .</i>
<i>Very difficult to get an asthma review even when your asthma is not controlled adequately</i>
<i>If you are in the surgery they give you an appointment to get you out.. And then cancel it within a few hours and tell you to go to the online booking system which has nothing for 3 weeks +</i>

<i>Phone lines always busy the waits on line is to long .</i>
<i>At times the doctors seem very inexperienced of more serious complaints</i>
<i>The receptionists can be very unhelpful</i>
<i>They seem to have a plethora of appointment availability for chargeable services but none for NHS appointments. Sadly this practice is run as a business rather than as its purpose should be, a GP practice.</i>
<i>Albeit I'm not ill all that often but I've never had an issue. Theyve issued emergency prescriptions when I've left it late to book an appt, appointments run ontime</i>
<i>Receptionist's very abrupt</i>
<i>you can only go with one problem even though the problems might be connected</i>
<i>Shambles</i>
<i>Always send out links to book appointments but when following the link no appointments are actually available</i>
<i>Always try their best to help.</i>
<i>Can never see the same doctor. Very difficult to get GO appointments but yearly reviews they are chasing patients.</i>
<i>Urgent appointments on same or next day. Non urgent appointments can be weeks.</i>
<i>It's extremely hard to get through to book something for myself, especially hard for my baby. Being on hold and dealing with a unsettled baby is hard. Sometimes I'm first in the queue and the line cuts off.</i>
<i>Always end being frustrated, feel anxious.</i>
<i>I've recently had 2 telephone appointments with nurses, neither knew why they were phoning. One actually asked when I was due my diabetic check, SHE'D actually done that the previous week!!!</i>
<i>I just wish we could book appointments on the app and not just "health check" which are not what we need. I also wish they would give us the chance to book appointments for less urgent matters as these issues still need to get resolved by a professional.</i>
<i>Very hard to get appointments, you can redial 30 plus times taking an hour then be told they've all gone and call back next day</i>

No doctors available
They never answer the phone , the gp app also does not work , never get an appointment
Despite the difficulties trying to get appointments the reception team are very helpful & when seeing a GP, they listen well. I think there are issues in communication via letters from attending other clinicians being seen & actioned promptly. As a result I missed the opportunity to have a procedure within timescales & have medication continuation managed. When I have raised this it has been addressed. Communication via the NHS app is good.
I've been denied multiple times for help with a UTI which has then spread and gotten much worse. The receptionists are usually very rude with no empathy and are quick at cutting you down leaving you to suffer.
Love to be able to see an experienced GP Not an associate, practice nurse or a trainee.
Not enough proper god the care and compassion has gone . You don't see the same doctor either so you have to start all over again about the same issue you go with .
Dr's and nurses etc are great just not enough appointments to cover everyone
Can not get through by phone I have had to drive up to the practice 3 times to get an appointment for my child. This is acceptable as I also work so getting through by phone maybe the only option on certain days
It has limited appointments and when you get one it's nearly 2 weeks later Too many houses and people in Westhoughton not enough resources to cope
Too many patients, not enough staff. Trying to get an appointment is a nightmare
Often don't get to see a doctor if you call but someone else. 111 tend to make the appointment
The only way to guarantee seeing a doctor the same day is to queue at the surgery at 8am
I can never get an appointment for myself or children
Asked for an appointment with gp, on arrival was seen by physicians associate. Very poor experience and was left feeling like I was not listened to. Very dismissive attitude to patient care.
Phone line jammed until all appointments gone; receptionists direct to online appointment system, but they're gone even earlier

<i>Can't complain ok have to wait on phone but just be patient.I have always seen either a dr or nurse practitioner same day or day after</i>
<i>It takes hours to get through and then all on day appointments are gone. You have to go in person. I went at 7:30am and there were 15 people in front of me!!</i>
<i>The last few times I have seen a GP and they have prescribed or referred that's hasn't been undertaken and I have had to call back several times to chase this for it to finally be done.</i>
<i>One or two of the doctors I don't trust at all</i>
<i>Receptionist are rude, appointment availability is shocking and you never see the same doctor</i>
<i>Lack of comuication with regards to medication waited 10 weeks for new meds requested by Cardiologist</i>
<i>Referred for physio at Bolton Hospital, but can't get an appointment !!!</i>
<i>I tried to get an earlier appointment than the one I already had. The receptionist told me to ring in the morning for an emergency appointment. Unbeknown to me she cancelled my original appointment. It was only when an administrator rang me on another matter that she said that I had cancelled the appointment the previous day. I did not cancel the appointment nor was it ever mentioned during my telephone conversation with the receptionist. The administrator said she would look into it and ring me back but she didn't.</i>
<i>Even went to surgery in person to get an appointment and was still refused</i>
<i>When you do finally get through on the phone you are usually number 9 or 10 in the queue , I have on quite a few occasions got to number 1 in the queue and then been cut off, which is infuriating</i>
<i>Cannot get an experienced doctor</i>
<i>Nightmare to her through and can never get an appointment.</i>
<i>No parking</i>
<i>Not great at giving blood results/ ear swab results ect They cannot tell you anything without a follow up appointment which is always difficult to 1- get through to the practice and 2- get a follow up appointment with the results that need telling to the patient</i>
<i>There is no privacy in the reception area, and they insist on asking for a reason for your visit! To the point of it being embarrassing.</i>
<i>Can't get passed reception that's when you finally get through</i>

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