

Healthwatch Bolton Intelligence: June – September 2023

Report for Bolton Locality integrated Care Partnership

The following table contains issues that have come to Healthwatch Bolton anonymously via community engagement, email, webform or via Healthwatch England's 'Have Your Say' portal. We wish to bring these issues to your attention as we believe them to be areas of concern. Where possible we have included the name of the service concerned.

We also receive enquiries from the public and we have provided information, advice and guidance where needed. This includes many cases being escalated to the service concerned. Cases already escalated have not been included in the table below.

Date	Service	Issue	Recommendation
7/6/23	Halliwell Health Centre	Patient unhappy to have to pay to get a hearing test at Specsavers and concerned about people who can't afford to do this.	What can patients do if they cannot afford a hearing test?
10/6/23	GP not stated	Family only able to use one phone and receive appointment reminders. Reminders do not state which family member the appointment relates to	Improve communication where families can only afford/use one telephone
3/7/23	Harwood Medical Centre	Impossible to get a GP appointment	Improve GP access
23/7/23	Heaton Medical Centre	1 patient diagnosed with skin cancer by private consultation. Not picked up by GP after two f2f appointments	Improve diagnosis of skin cancer by GP

Date	Service	Issue	Recommendation
10/8/23	Shanti Medical Centre	Unhappy with overall treatment received from this practice	
21/8/23	Bolton Hospital Neonatal Unit	Many concerns raised by various parents. Issues relate to: Lack of compassion by some staff, lack of communication, patient leaving the hospital unnoticed, baby not being checked but being prescribed antibiotics. Reports of some good staff too	Improve standards of some maternity care
13/9/23	Bolton Hospital Dermatology	Skin cancer diagnosis made by dermatology but no follow up appointments despite attempts by patient and twice by GP	Improve follow-up appointments for skin cancer diagnosis at dermatology dept
	GPs	Reports of annual health check for people with a learning disability are not being done	Ensure all annual health checks are being done for people with a learning disability
19/9/23	Pikes View Medical Centre	Not happy with GP prescribing anti-depressants for anxiety. Was told talking therapies would not help, patient left feeling they had no help	Improve care for people with a mental health condition
20/9/23	GPs	GPs constantly prescribing anti-depressants for patient with menopause and offering no other help. Not listening to the patient	Offer different treatment options

Date	Service	Issue	Recommendation
20/9/23	GPs	Refugees struggling to get appointments with GPs due to language barriers. Care concerns not being addressed	Address language barriers so that people from all backgrounds have fair and equitable access to healthcare
20/9/23	GPs, Unsworth Practice, Peter House, Westhoughton	<p>My local GP practice is currently causing real concern to many of the residents in Westhoughton. It appears to have become a teaching practice and the reception staff never mention that they are not qualified GP's. I am aware that the use of PA'S has already resulted in a preventable death in another practice.</p> <p>The practice encourages people to try and book appointments on line from 7am and by telephone at 8am. People are finding that even by 8.05 am that days appointments have gone as people have, in desperation waited for the practice doors to open. What chance do the housebound and those who are not computer savvy have of getting an appointment?</p>	Address access concerns and ensure patients know what type of clinician their appointment is with

Total Health and Care Themes June-September 2023

100 cases/feedback in total



