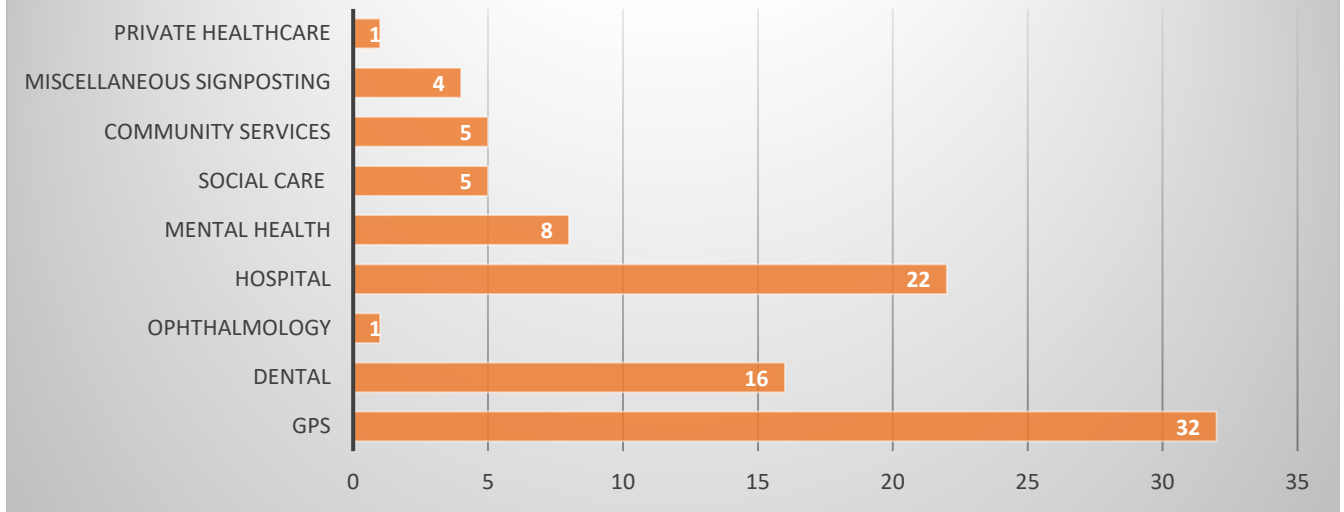


# Intelligence Report

QTR 3 Oct-Dec 2023

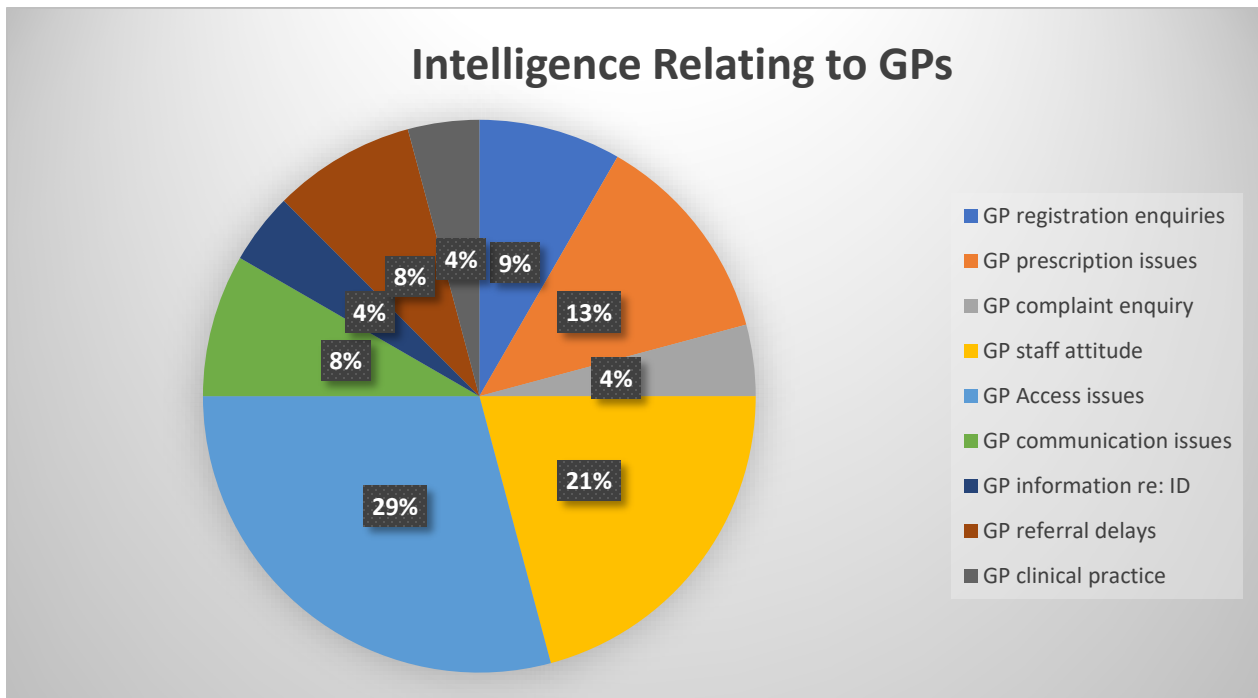
## Service Areas



**Total: 94 cases received**

**GPs – 32 cases**

## Intelligence Relating to GPs



## **Comment selection relation to GPs**

*"Swan Lane Practice - You have to wait 4-5 weeks for an appointment at Swan Lane medical Centre. People are suffering, can't sleep"*

*"Dr Tran Springhouse Chorley New Road is excellent! 10 out of 10 service"*

*"Olive Family Practice: there is a notice on the wall asking for photo ID for new patients"*

*"My daughter has eczema. I have been going with her to GP more often than probably others. On one visit the GP told me how many times we came in the last 6 months and told me that it cost too much, and we have to think twice before next visit. This was very upsetting to me because I was wondering if I need to pay for visits, if my daughter will get a help next time etc."*

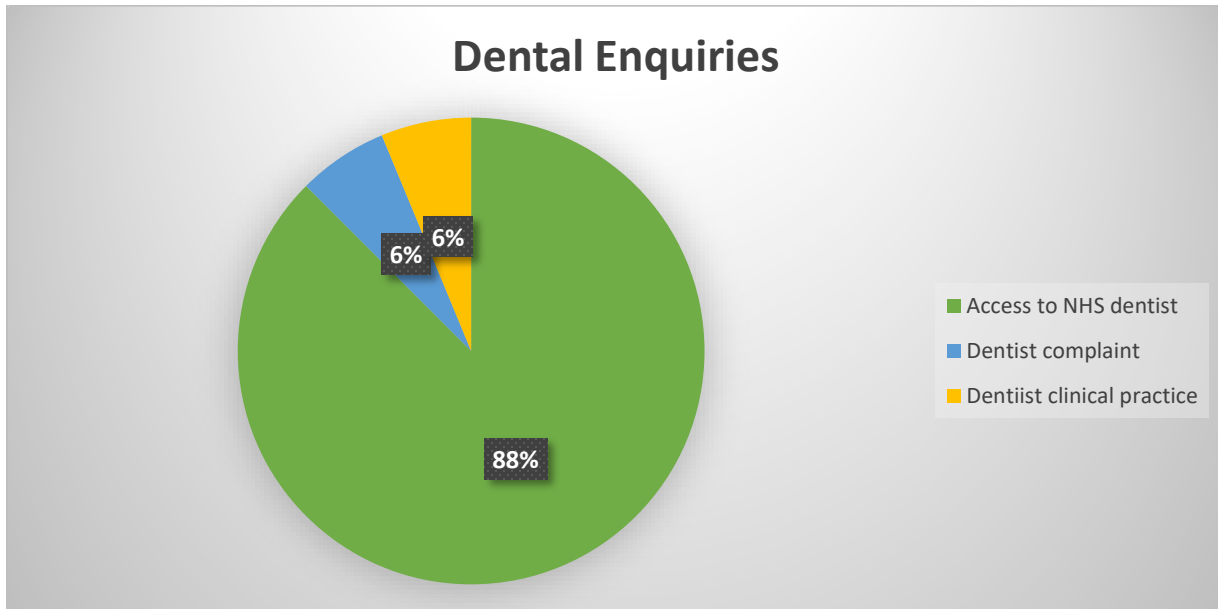
*"Wait times for GP and hospital appointments. I waited 4 months for an appointment with the GP for cardiac issues, they referred me to the hospital which was another 7 month wait for the cardiology appointment. (Bolton Medical Centre and Royal Bolton Hospital)".*

*"Wyresdale Rd practice: Patient saw Dr at practice with chest infection symptoms Dr wrote a note for hospital with 20 spelling mistakes on. Patient got treated at hospital with suspected heart attack had various tests including ECG was fine. Waited 19 days to get an available slot to see a GP. Was sent a text to call respiratory unit, called twice was given wrong number had to walk to Bolton one in person then given another number to call"*

*"My adult son suffers from Parkinsons Disease and was given tablets from the consultant. When I received the prescription, I could not understand it, I asked at the pharmacy (Cohens) and he could not explain what or understand the prescription. I went to the GP receptionist she refused to let me see the Dr and told me to come back later in the afternoon. When I went back, I was recommended to give my son the maximum dose. He ended up having a convulsion. I called 111 and the ambulance came in 5 mins. He had an accidental overdose. I tried to call the health Centre, it took 30 mins to get through, I spoke to the Dr and the dose was lowered"*

*"Alistair Ross GP. the GPs attitude put me off. She told me to stop looking on google for answers. I now avoid this GP"*

## Dental Care – 16 cases



### Comment selection relating to dental care

*"I am struggling to find a dentist and I desperately need extensive work doing"*

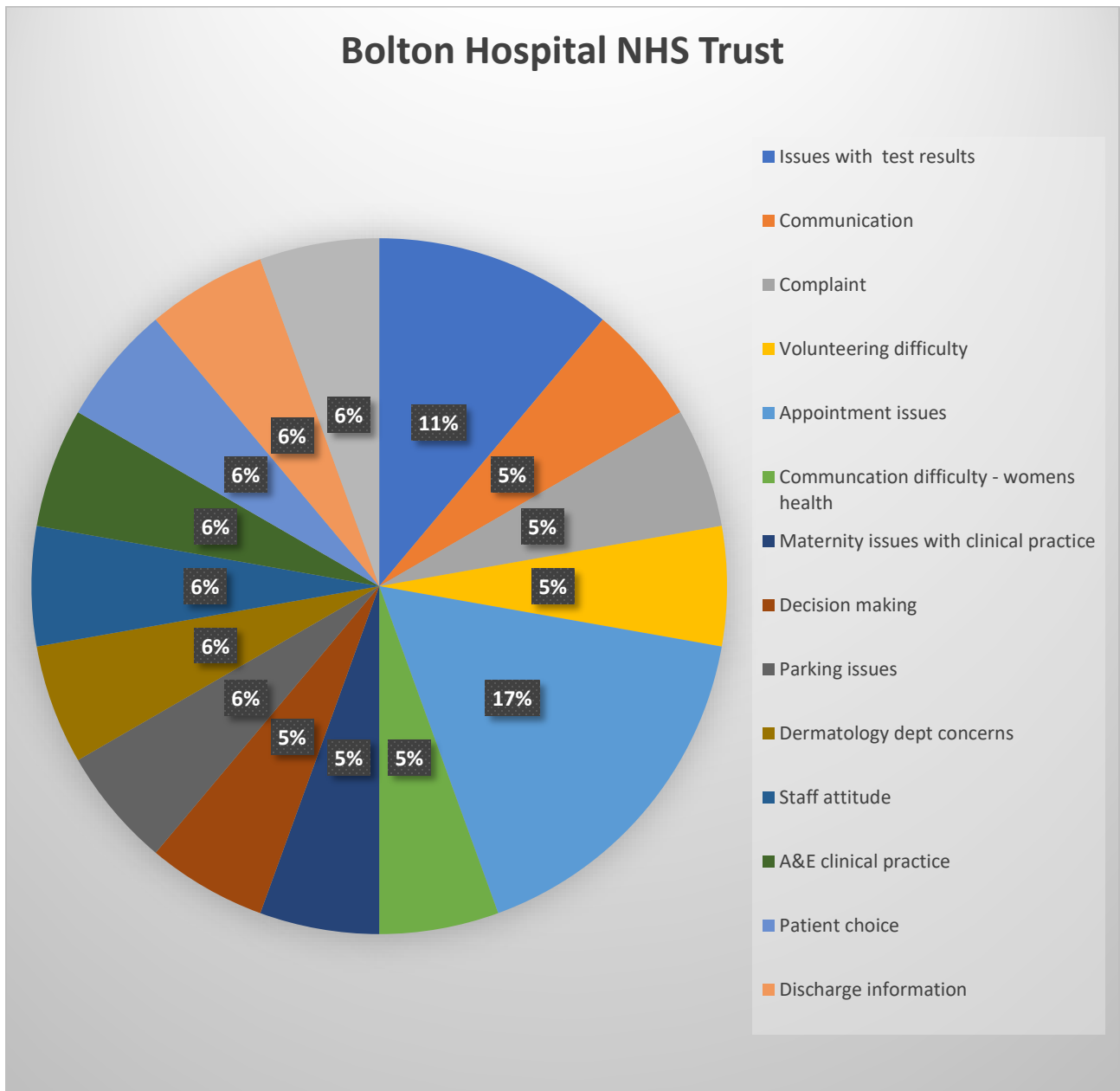
*"Haslam Park practice: My dentist could not give me the treatment recommended by the dental hospital and just gave me a name of a private Endodontist. No other options were discussed. The NHS website says this treatment is available on the NHS but now I have no way of accessing it".*

*"Need NHS dentist due to chemotherapy treatment"*

### Ophthalmology

Ophthalmology - Difficulties getting test results from Spa Medica Bolton – communication issues

**Hospital Services – 22 cases**



**Comment Selection – Bolton Hospital NHS Trust**

*“Bolton Hospital – volunteering application form – creating barriers for person who is deaf wanting to volunteer”*

*“I was in hospital for a short stay on D2 I received excellent care, they were short staffed and running ragged but service was excellent”*

*“Bolton dermatology department is very poor - I have several people who regularly have appointments cancelled or postponed at very short notice”*

*“Whoever sends out appointments for/from Bolton Hospital needs to know that often letters arrive after the appointment date. Could they not alert people by phone (landline if no mobile number), so money isn't wasted on missed appointments”*

*“I had two urgent referrals- one to lipid clinic due to family heart problems and to neurology. First one since last year unable to book, only one available hospital with slots unavailable. Neurology same one hospital with no appointments, not good enough, Choose and book is a, sick joke now”*

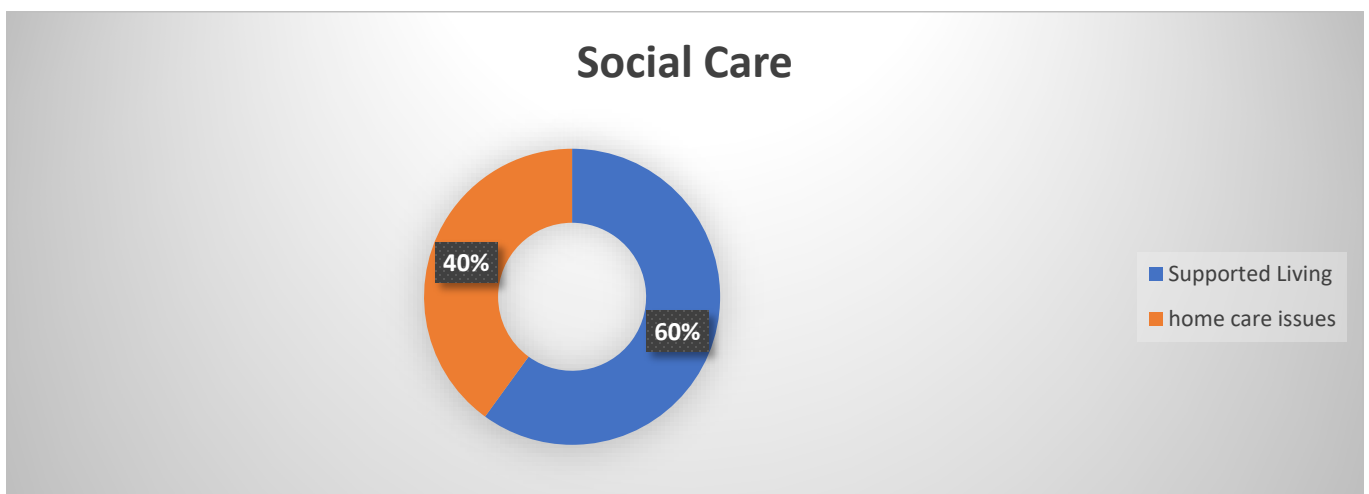
*“After my hysterectomy, I was discharged without any information or support on going through the menopause”*

*“Bolton Hospital: Hospital inpatient (day treatment or overnight). I was not given a choice of which hospital for outpatient dermatology for skin cancer...I did not feel I r/c care from the consultant that was understanding/empathic”*

### **Private Providers – 1 case**

Beaumont Hospital – client needing advice on complaints process for NHS treatment done under a private provider.

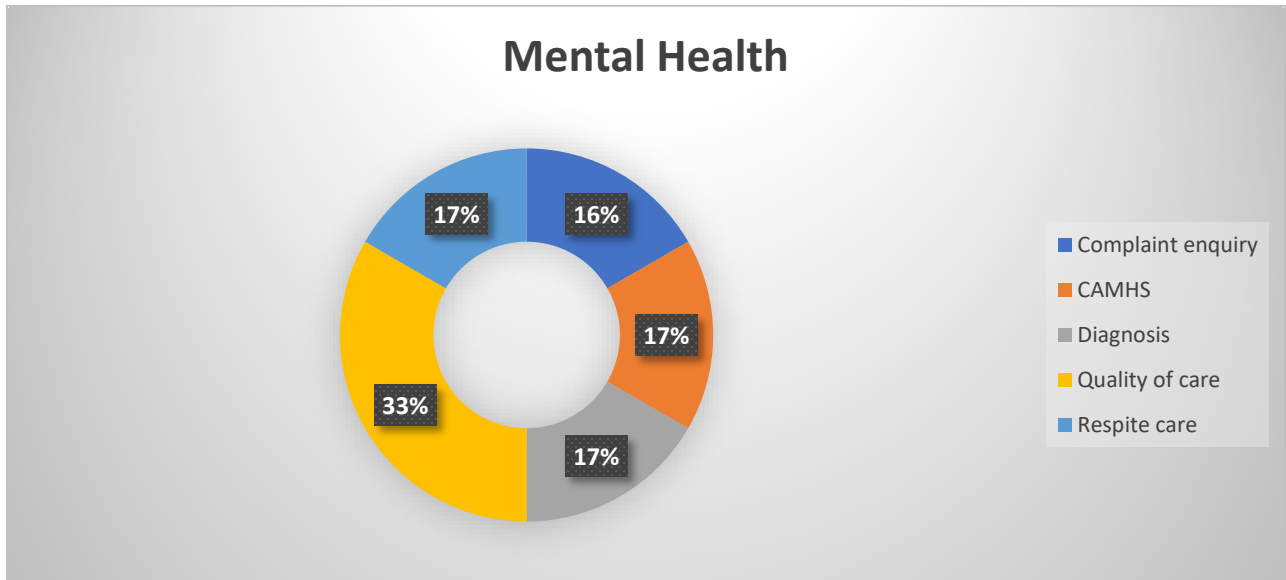
### **Social Care – 5 cases**



### **Comment re: social care**

*“Social care staff coming into home just read from a script, do not seem prepared or knowledgeable saying they will find out answers to questions and let you know. Lack of empathy and communication skills”*

## Mental Health – 8 cases



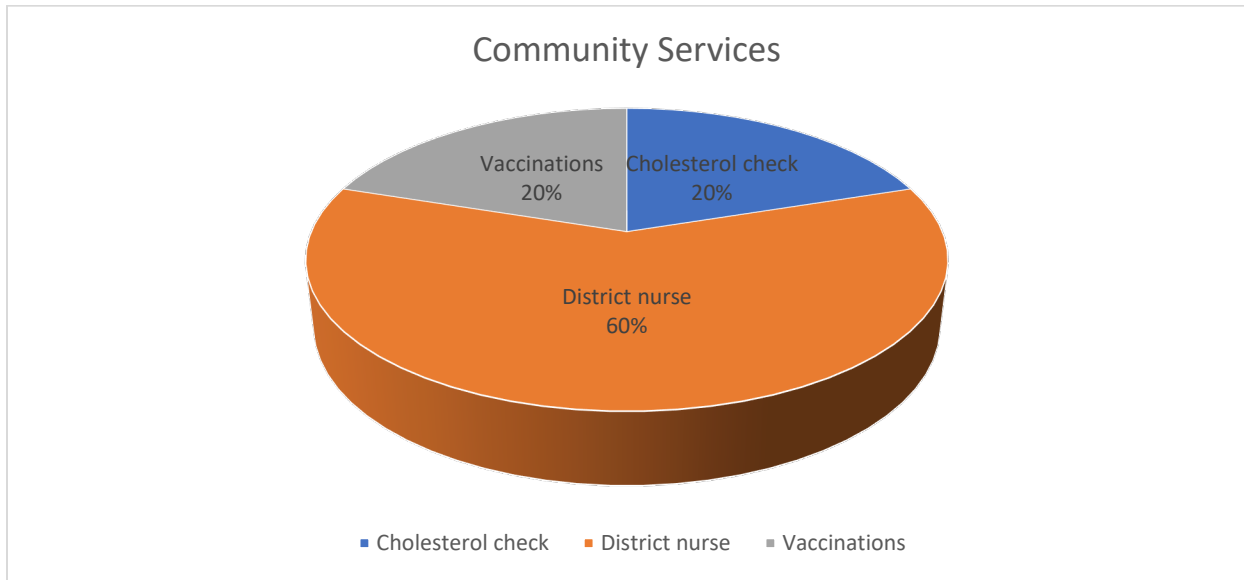
*“Client used private company for autism assessment – CAMHS not acknowledging diagnosis”*

*“My grandfather has been living with Dementia for the last 5 years, but only had a diagnosis 2 years ago 2021. He went through numerous tests and scans before we got a solid diagnosis. Our family knew something wasn’t right and had been pushing for him, he became low about it”.*

*“Rivington Unit/One Point – excellent service”*

*“Bolton Hospital: No mental health team at Royal Bolton Hospital and felt there was no one taking my mental health needs seriously and was not offering me any help or assistance”.*

## Community Services - 5



*“The nurses in my community are helpful and friendly”*

### Miscellaneous Signposting – 4 cases

General- wanting advice to setup a support service

Help getting a washing machine

Help with brain injury support group

enquiry about funding for drug/alcohol addiction

### Feedback from Bolton Deaf Society Meeting in November 2023

*Since Covid – there are still lots of problems and issues with primary and secondary care services.*

*PALS – was mentioned do they have a BSL video relay service?*

*GP contact service in Bolton has collapsed, access appointments were not being met BDS has stepped in to book interpreters.*

*The ‘pull a number ticket’ service is better than someone calling out a name and can’t be heard.*



*GP surgeries – problems with interpreters not being booked, being fobbed off and offered another appointment. Deaf advocate is encouraging people to say 'That's not ok' don't take it.*

*GP's need more training on deaf awareness. A&E – have no support for deaf people - they should have some kind of a support service or sign Live facility.*

*Volunteering at Bolton Hospital– Deaf people are faced with lots of barriers towards accessing volunteering opportunities – The system is inaccessible huge problems with ID documents and a massive Health questionnaire. May have to go through occupational health. This puts off a certain section of the community.*

*Northern care Alliance provides a text service in Salford, Bury, Rochdale etc. but not in Bolton ...why not?*

*Undiagnosed deafness may be mistaken for dementia, this is something that needs looking into.*

### **Community engagement feedback: comments about Healthwatch Bolton**

*It was helpful and enlightening us to do something we do not know or understand about Healthwatch Bolton.*

*Very informative and useful session with Yasmin. I was given insights to what Healthwatch is about; their purpose, values and how they support the community.*

*This information has been very useful to understand what is done in the community when it comes to health in both men and women*

*I liked the discussion around menopause as I live with someone going through it. This gives me a better understanding around it. Thank you! :)*

*Really great presentation, lots of interesting information in relation to health in Bolton.*

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