

Intelligence Report

QTR 1 Apr - Jun 2024

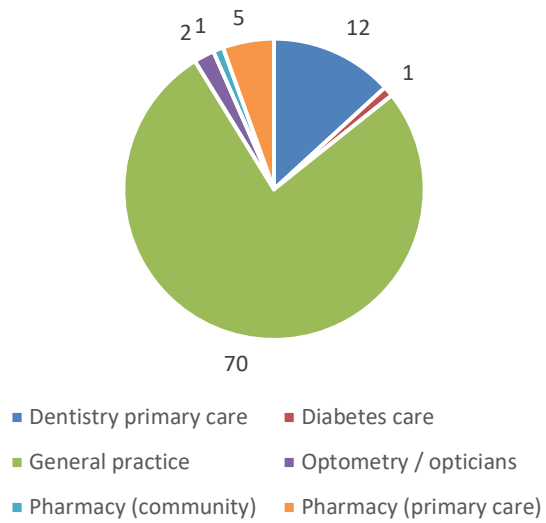
This report presents intelligence from the public, received by Healthwatch Bolton from 1st April 2024 to 30th June 2024. Intelligence is received from our Information, Advice and Guidance (IAG) enquiries, Community Engagement activities, from our website via our 'Have Your Say' webform, and from comments on social media direct to us.

A lot of the intelligence we receive is anonymous, with the client not wishing to share their identity/contact details with us. When this happens, we cannot follow up their concerns, but it is important to include all this intelligence in our reports, so commissioners and service providers are aware of people's experiences of using health and care services. We appreciate the difficulties this may pose on your ability to do further investigations, because of the anonymity of the feedback.

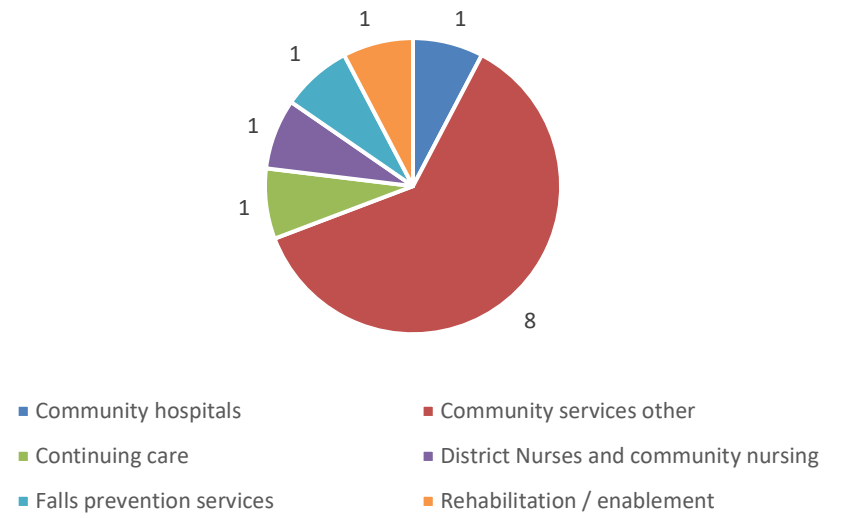
We welcome any feedback you would like to provide us with.

Services

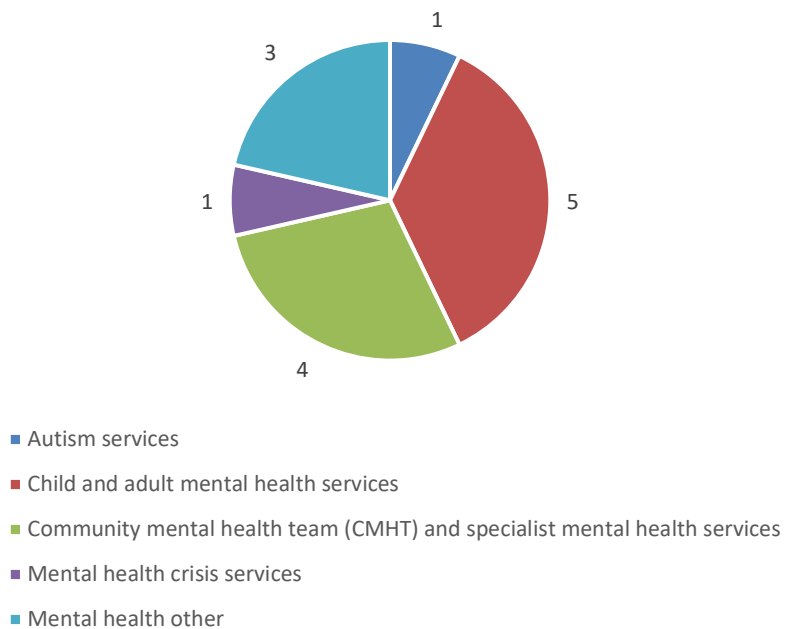
Primary Care Services



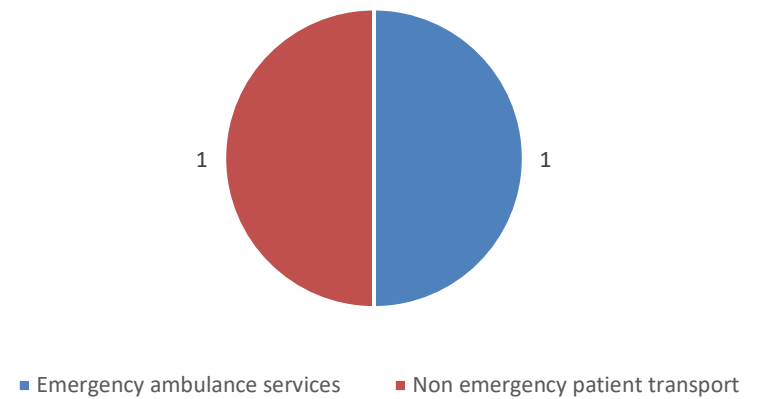
Community Health Services



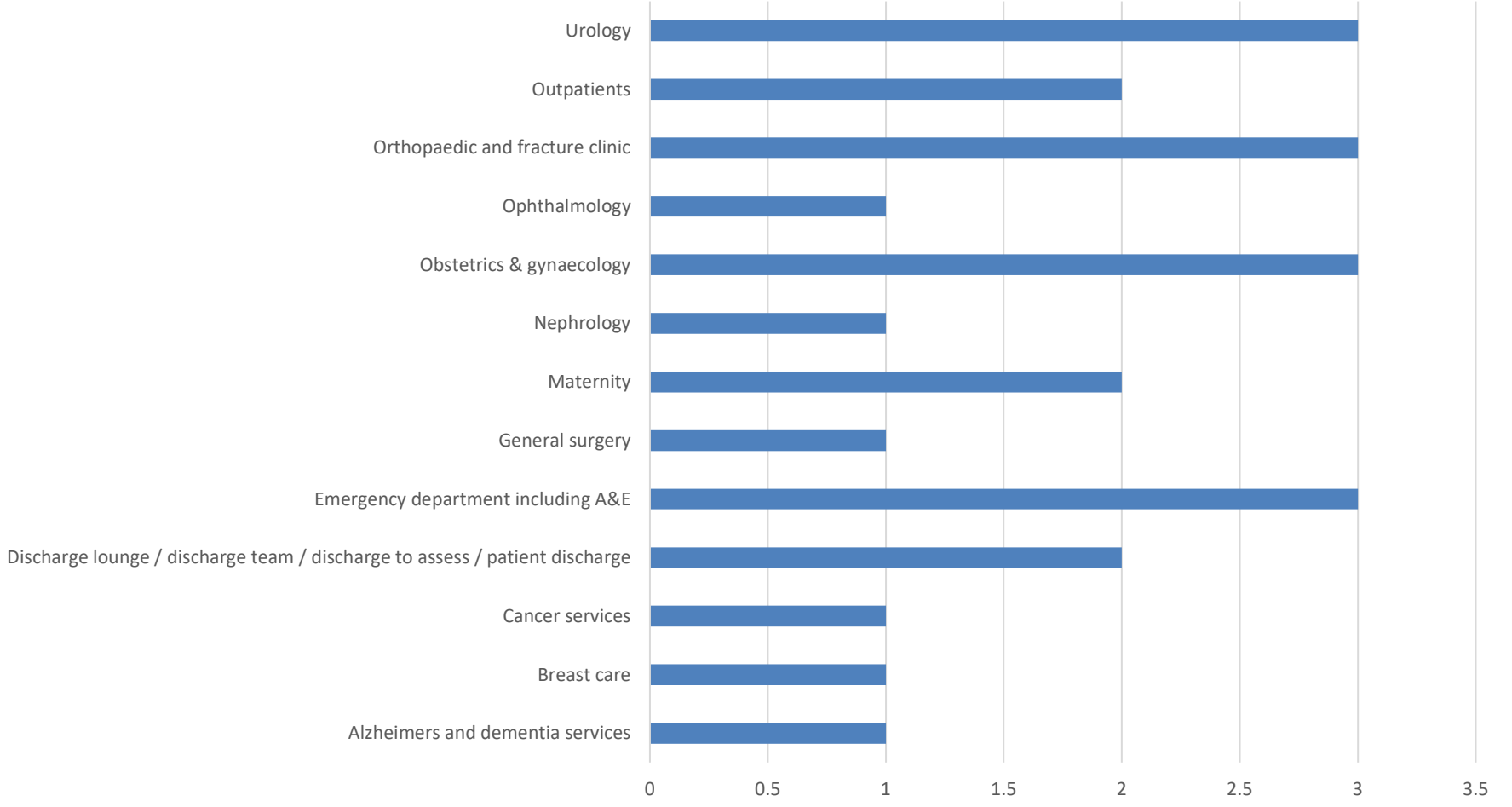
Mental Health & Learning Disabilities



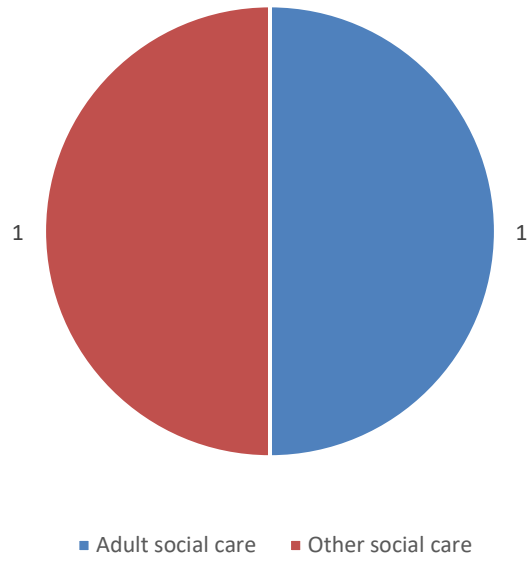
Patient Transport



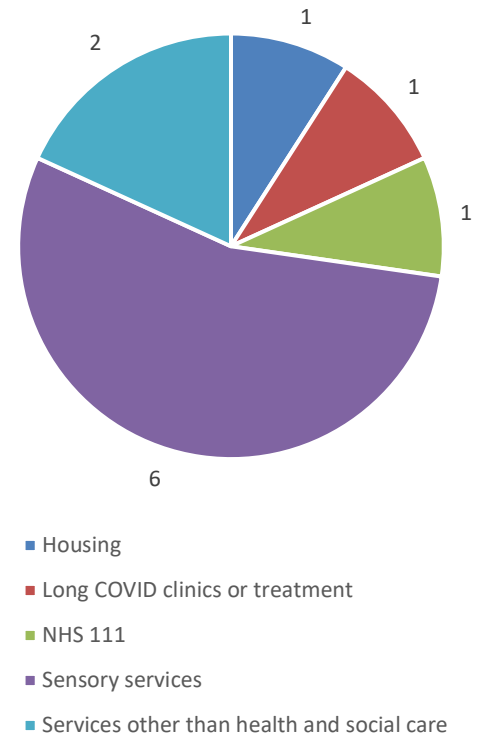
Hospital Services



Social Care Services

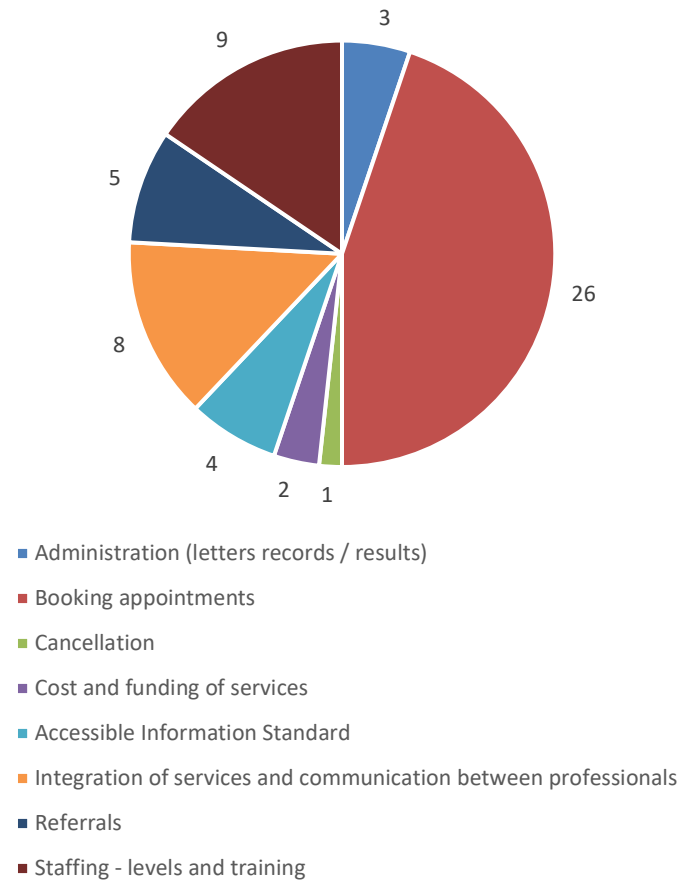


Other Services

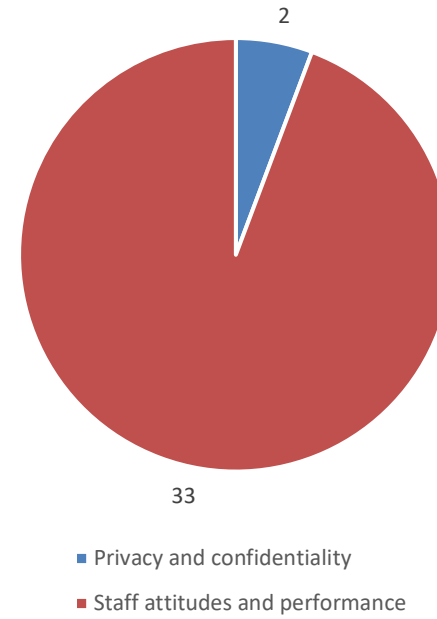


Themes

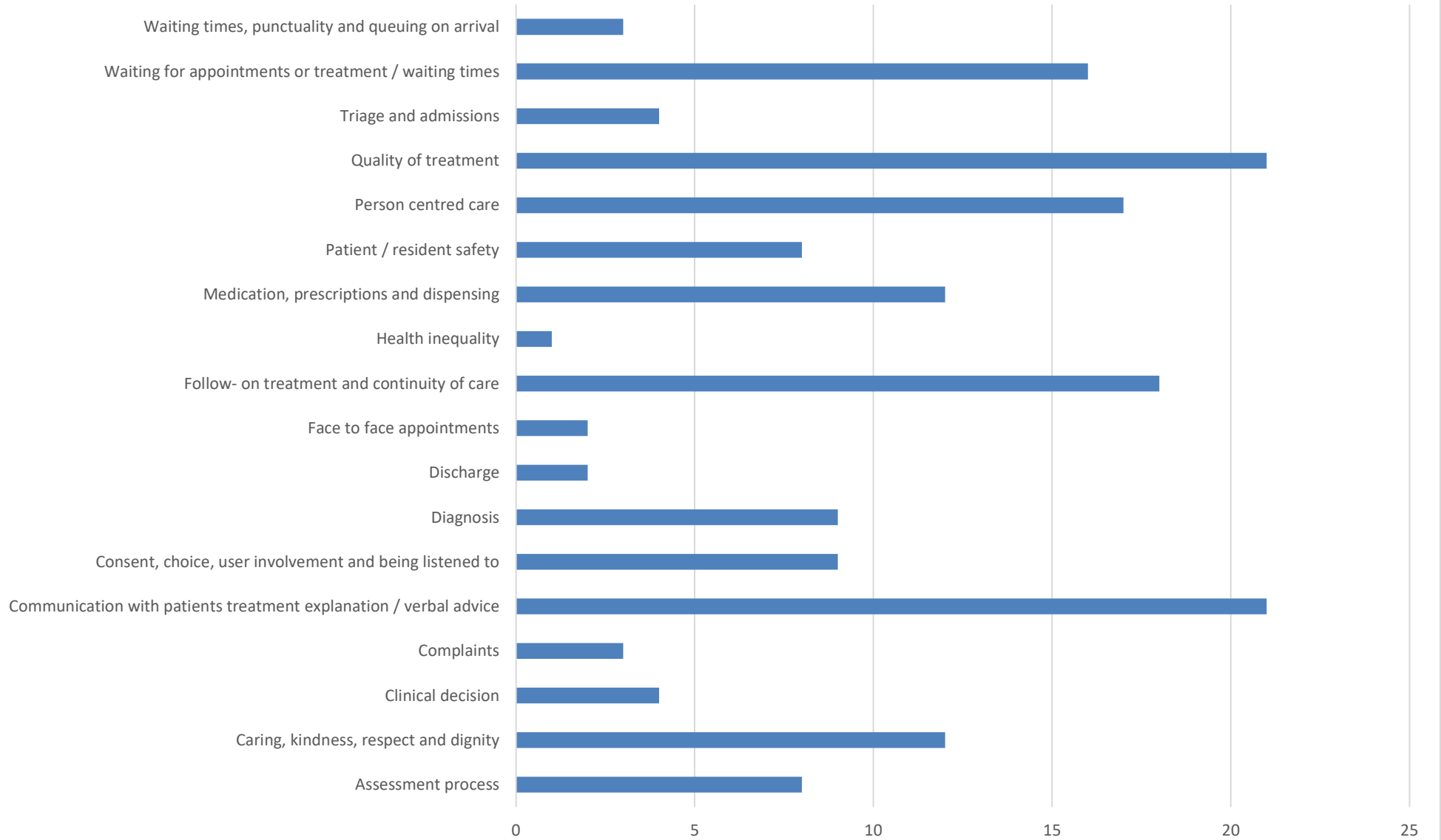
Administrative

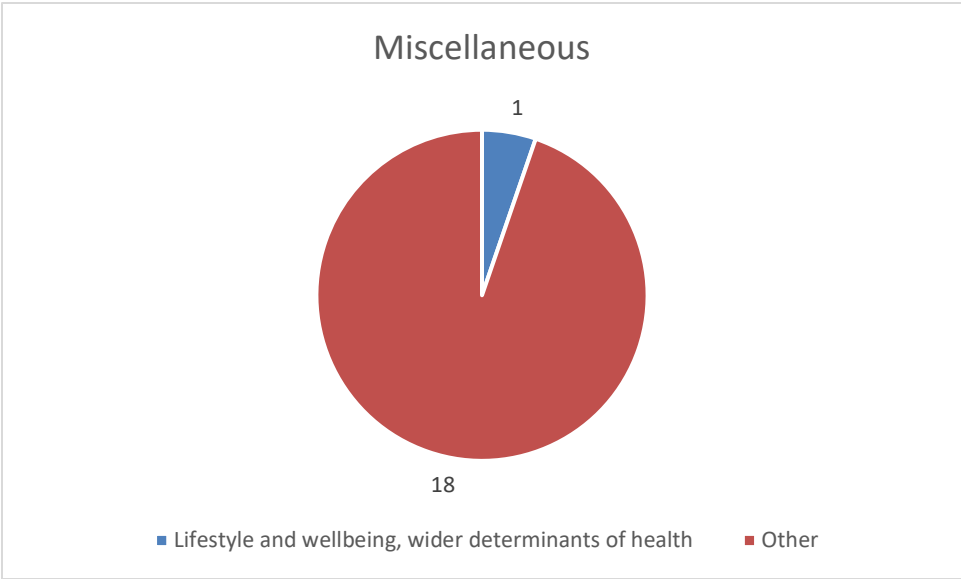
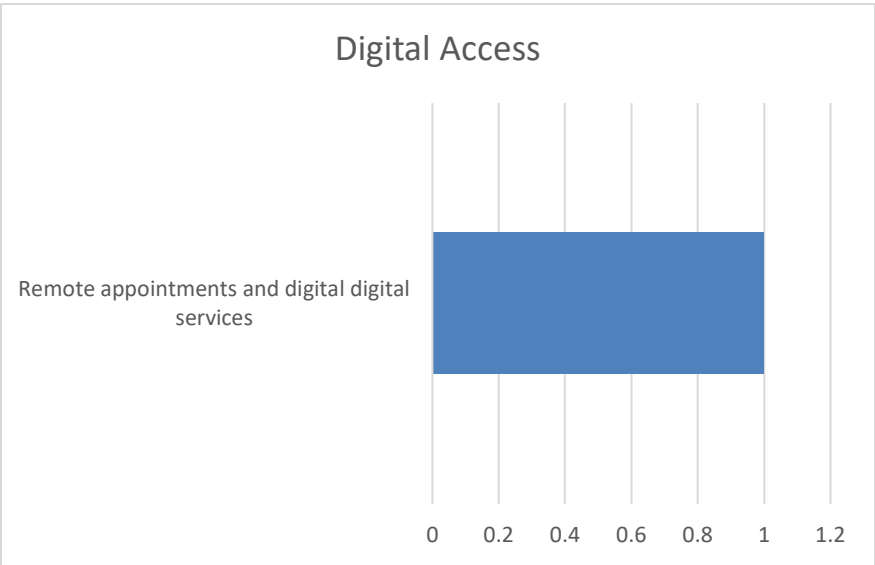
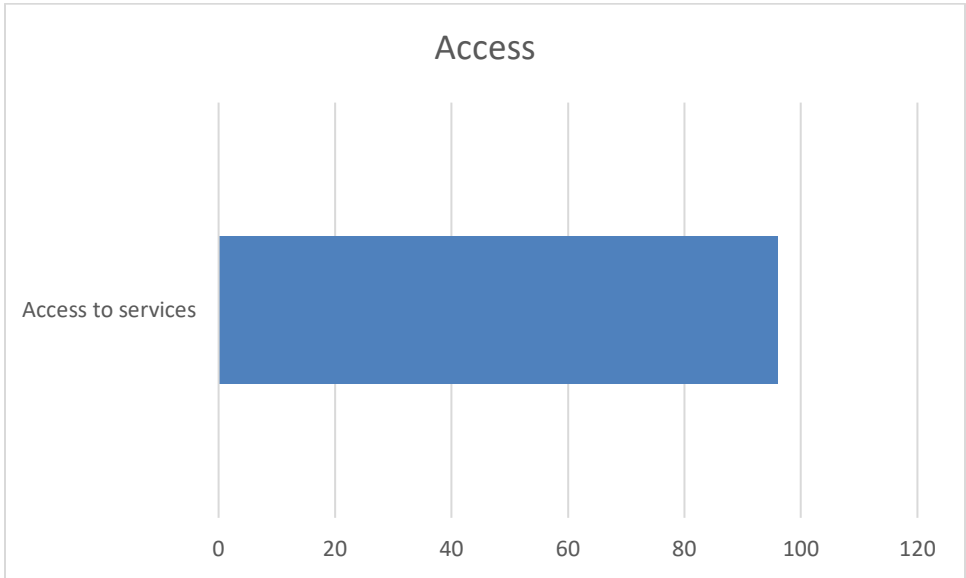


Behaviours

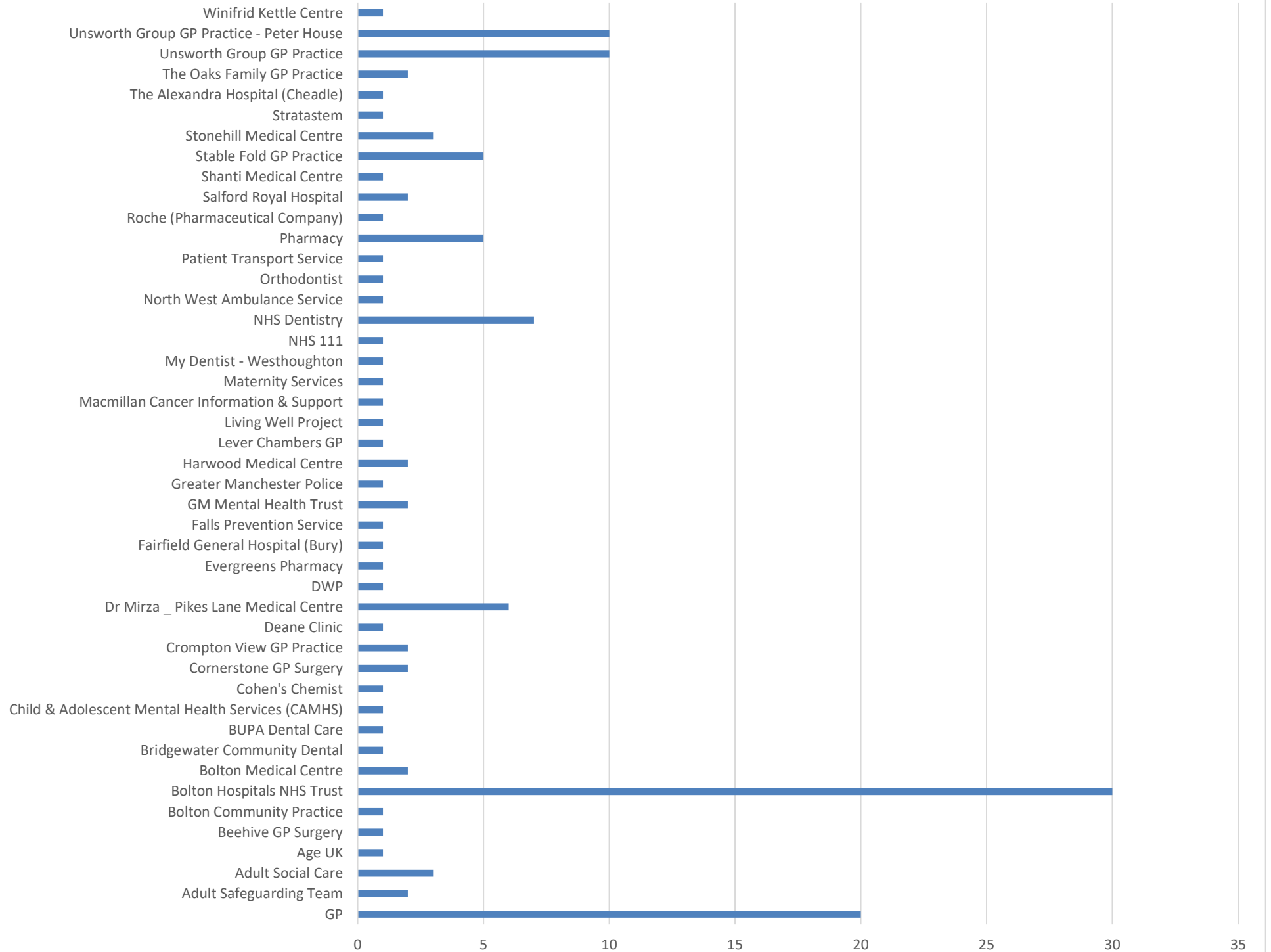


Treatment/Care





Service Providers



Service	Anonymous comment or client Case?	Comment Summary
Adult Social Care	Comment	Social workers not trained to deal with domestic abuse situations.
Adult Social Care	Comment	There are no social workers for deaf communities anymore. Since 2008, all social worker jobs for the deaf have gone. Deaf clubs have been closed down. There used to be deaf clubs in every town, and they have closed them down."
Adult Social Care	Comment	Care and support from social services for my elderly father who had fractured his spine was appalling. No compassion, no urgency to assist. Felt like it was just a tick box exercise for them.
Adult Social Care	Client	My Dad is coping at home on his own where he wants to stay. But issues with his back and health are now making this difficult. Visits to GP referrals to occupational therapy assessment and X-Ray too slow. He needs advice on how to help himself and avoid falls etc. This needs to be more timely. He is 91. He can pay for help, but someone needs to advise him what he could do. It's not always easy for family members to put these things in place. Would really value advice on how to help a frail but independent 91-year old
Age UK/ Home from Hospital scheme	Comment	After a stay at Royal Bolton Hospital, got home help for a few weeks from the Home from Hospital scheme. It was excellent. Also put on HomeSafe emergency alarm system with fobs and Intercom. Carers and physios assisted with washing and dealing with (a) catheter. Showed wife what to do. Now wife is sole 24/07 carer. But told that if can't cope, to contact the team again. So far OK, and got that

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		backup, plus frequent visits by district nurses to check pressure points, take bloods etc. A good local team.
Bolton Hospital NHS Trust	Client	My father passed away in 2023. Bolton hospital conducted a review into his passing as he had reported to hospital and was discharged that day. Their report suggests that an opportunity to prevent his death was missed on the day he went to hospital. I don't really know what to do with this information, but I feel it's negatively impacting my mother's well-being even more so than the original passing did.
Bolton Hospital NHS Trust	Comment	Very poor. Not enough space or time to write it all down. That hospital at Bolton is horrific. It's been like that for years. My daughter was born there in August 1980. The treatment of me was terrible. They have managed to continue ditto since then.
Bolton Hospital NHS Trust	Comment	Very poor experience at Royal Bolton hospital. Problems with incontinence that have been going on over 4 years. Hospital lost my records and had to be (re)referred into the system
Bolton Hospital NHS Trust	Client	She was discharged on Friday 12th April 2023, taken home via hospital transport, upon arriving at her home the ambulance attendant gave her an envelope, which she only opened yesterday, it contained a DNR purple form. She was understandably very distressed at this. She remembers in April 2023 around 6am she became extremely unwell, a doctor was paged and attended. He informed her then that if she arrested, he would not resuscitate her. She was extremely upset and called me, whereupon I went up to the hospital. I spoke with her nurse to explain XXX was very distressed

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		<p>by this news. She informed me she was very unwell. Because it was a doctor on nights that informed her, due to the time of day, I was not able to speak to them. This was also Bank Holiday Monday. I asked for this to be addressed, and if anyone would like to speak with me or XXX together, I am available any time. Nobody called me or mentioned this again to XXX. On XXX, I went to see XXX in hospital - when I arrived, I found her struggling to breath and having a lot of chest pain. I made the staff aware, and a doctor was bleeped. When she attended she did not inform us that a DNR was in place, if she arrested at any point.</p>
Bolton Hospital NHS Trust	Comment	<p>Hospital inpatient (day treatment or overnight). My husband was admitted to University Hospital Southampton after a stroke. Excellent care and investigation. Handover to Bolton hospital rather felt like he's dropped through the cracks.</p>
Bolton Hospital NHS Trust _ Outpatients		<p>Hospital outpatients' appointments at Royal Bolton Hospital, very poor experience. Waited over 3 years for treatment for bladder issues and now back pain needing MRI.</p>
Bolton Hospital NHS Trust – Outpatients/Musculoskeletal		<p>Hospital outpatients' appointments. I'm on referral list for hip replacement since last October, was told it would be nearer this Xmas time, as all the setbacks, I rang about six weeks ago to see if I was any nearer to having it done as it's so painful and I can hardly get about, very debilitating, but no - still long wait. But a couple of weeks later had a lovely letter apologising for the long waiting time and hopefully doing it as soon as they can, which I appreciated knowing I'm not just a number on a list thank you. I'm under Dr X Trauma /Orthopedic at Bolton Royal Hospital I do get support from</p>

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		assisted living, like adaptations
Bolton Hospital NHS Trust – A & E	Comment	This weekend I had the experience of A&E on Friday and also Saturday night. I found it heart breaking to witness on one corridor was lined trolleys and many older people sat/lying for hours on end, alone, frightened, scared, nobody supporting them, busy staff rushing past.
Bolton Hospital NHS Trust – A & E	Comment	I feel that A and E need structure. The bed managers need to be moving able patients onto rehabilitation units/home when appropriate to free beds up.
Bolton Hospital NHS Trust - Cardiology	Comment	Very poor experience at Cardiology at the Royal Bolton Hospital. I had a cardioversion and the consultant said follow up in six weeks. I got an appointment for six months later. I had to pay for a private appointment to get my review. He has now scheduled a transesophageal echocardiogram. NHS. He said it would be soon but after 4 weeks I haven't had any correspondence about the appointment.
Bolton Hospital NHS Trust – Colorectal Clinic	Comment	I had to go A&E in October due to an infected Gall Bladder I was admitted for 1 night, sent for scans etc., and referred to colorectal clinic. My appointment was in December at which I was told I needed surgery to remove my Gall Bladder and a pre-op. Assessment was done, the 3 month timeline for this expired and I was sent for another pre-op blood tests etc. This will expire in 2 weeks time and I still have no surgery date. The waste of time, money and resources seems worrying.

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Bolton Hospital NHS Trust – Obs & Gyne	Comment	I have been under gynecology for some time, and I received an outpatient appointment in February, and they told me I would need surgery and I am P3 priority (they translated this and said it needs to be done within 3 months) this time frame has passed and I have still not received my surgery date. I am in severe pain about once a month and have to return to the ward. I am uncomfortable most days and stops me from doing my normal activities.
Bolton Hospitals NHS Trust – Obs and Gyne	Comment	Very poor experience at Bolton hospital women’s health - rude consultant dragged out of retirement, privacy and dignity not considered no curtain drawn door opened and nurse walked in while I had my legs in stirrups and my vagina clamped open & tried to complain told to go to PALS. Told things went private was polite enough to try to contact to cancel follow up appointment. My GP says they can’t communicate with the hospital!
Bolton Hospital NHS Trust – Obs and Gyne	Comment	Very poor GP services, Hospital outpatient's appointments (Bolton Royal Gynecology). Appointment under 2 weeks rule. Was lucky to get a cancellation for 3 weeks later
Bolton Hospital NHS Trust - Maternity	Client	I’m complaining about maternity ward nurses regarding the cannulas that were put in my both arms but the left arm has been damaged and efforted by them and now my arm and hand isn't working the left side... since October 2023 after my son was born. I've had nerve conduction tests which have been confirmed it was because of the cannulas.

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Bolton Hospital NHS Trust – Car Parking	Comment	<p>HWB Engagement Officer obtained the following information: I spoke with [the patient], she said the machine displayed payment received (no receipt) but in the post she received a parking fee over £40 she was wary of this and felt that she had to pay as she had no proof I told her she could have gone through PALS not sure if she still can? She said in future that she will take a picture of the payment machine. I feel like other members [of the VCSE organization] have had some issues with parking.</p>
Bolton Hospital NHS Trust – Car Parking	Comment	<p>What can be done next to escalate this issue? As I really don't think it's appropriate for me to be fined for not paying for a service, I never received?</p>
Bolton Hospital NHS Trust – Car Parking	Client	<p>My partner went for treatment that day and asked me to attend the appointment with her, for support, as her carer. Instead, I had to spend the entire time searching for a parking space, which I eventually had to give up on and leave. Now I am fined £70.00 on top of that. What am I supposed to be being fined for?</p>
Bolton Hospital NHS Trust – Car Parking	Comment	<p>This week I will have attended with my partner 4 times for her treatment at the dermatology department, today included. On all occasions the same issues have been persistent, no parking. Consequently, heavy traffic of mixed private and commercial vehicles creating hazards to pedestrians. Parking on pavements, double yellow lines, obstructing exits and junctions. I have had to leave the site again, without being able to provide support to my partner as a carer.</p>

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Bolton Hospital NHS Trust - Endocrinology	Client	Patient has been trying to get a referral to be seen for cancer symptoms, referral is taking too long.
Bolton Hospital NHS Trust - Orthodontics	Comment	Very poor. Firstly, he never did what was recommended by the orthodontic centre, which was to remove teeth from my disabled son's overcrowded mouth and after two years of appointments which most of them have always been cancelled at the last minute, and on one occasion, we turned up for his braces to be fitted, after waiting over an hour, only to be told Mr X was on paternity leave and they were sorry that nobody had phoned us to cancel the appointment. The latest appointment was also cancelled a few weeks ago because Mr X only works 2 days a week and there wouldn't be any follow-up appointments available if braces were fitted for my son. So instead Mr X is going to only deal with the 900+ people on the waiting list and leave everyone who needs braces fitting. This is appalling and surely the children who need the braces fitting and have been on the waiting list the longest, should have their treatment started properly before dealing with any new patients.
Bolton Hospital NHS Trust - Urology	Client	Client' s GP referred client for urology appointment in Sept 2023, but client has not had an appointment to be seen. Client has had to make numerous visits to GP and A & E due to pain and worsening symptoms. Client has spent hours on the phone trying to get an appointment with Urology, client was even advised to go private. Client is making a formal complaint to Bolton Hospital.

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Bolton Hospital NHS Trust – Winifred Kettle Centre	Comment	<p>In all that time, I am pleased to report that my experience has been positive - the two ladies at the reception desk are professional, friendly & helpful - despite struggling constantly with computers which regularly fail to connect to the main booking line. The District Nurses & Associate nurses are also caring, professional, knowledgeable & friendly, putting you at ease. Their ability to prescribe & refer you to a GP quickly when necessary is a bonus. However, the only two negative comments I have relating to this excellent service relate to a) time taken in their struggle to get essential equipment replaced is ridiculous! - The up/down couch needed for patients to lie on whilst being treated broke in Oct 2023, requiring the nursing team to change rooms every day when a room was free. Despite chasing it up with their managers on a weekly basis, the couch was not replaced until March 2024 (an old one from Waters Meeting House) which also broke after a few weeks. Why are the managers not sourcing this equipment from within the trust - I have been told there are two unused ones within the hospital?</p> <p>b) Lack of continuity of nursing staff because they are moved around so frequently to all different health centres, it is often the case that the same person is unable to assess wound healing as you may not see them again and, a nurse who may not have seen you previously may see you once and alter treatment which was working.</p> <p>Having said that, I have nothing but praise for a brilliantly dedicated team & despite the length of time it is taking for my leg to completely heal have experienced the NHS at its best. The nursing & Reception staff at Winifred Kettle need to be told how much they are appreciated.</p>

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Child and Adolescent Mental Health Services (CAMHS)	Comment	Support is needed for children and young people - maybe just a listening/support/activity service as CAMHS is completely broken. Low level interaction leaving CAMHS for more complex cases.
Dentistry - BUPA	Client	Client called for advice about root canal treatment reimbursement
Dentistry & Cancer Treatment	Client	Macmillan Cancer Support Information and Support Service (MCISS) contacted Healthwatch Bolton (HWB) regarding a breast cancer patient who needs to see an NHS dentist before starting cancer treatment but is unable to access an NHS dentist. The patient's first language is not English.
Dentistry - Community	Client	Client's daughter has a disability and needs support to see a dentist for treatment she needs. Client is experiencing difficulty in getting a suitable appointment date as client has personal reasons for needing an appointment very soon. Dentists are unable to offer a solution due to tight timescale needed for this.
Dentistry – Highfield Rd	Comment	Son has depression, ADHD and Autism was struck off by dentist for missing 2 appointments due to his condition (Highfield Road Dentist) Farnworth.
Dentistry - Unnamed	Comment	Had my damaged eardrums neglected and told it was infection for years meaning I've lost my hearing in my right ear now.

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Dentistry - Unnamed	Client	Client is looking for an NHS dentist for a filling. They consulted a dentist in Chorley who only offered to do it privately and would charge £700, which the patient cannot afford. They also found they have an infection for which they should have been advised to get treated before the filling can take place. The dentist in Chorley did not advise this and instead wanted to go ahead with the filling.
Dentistry & BSL Interpreters	Client	Deaf client needs support accessing interpreters for dentistry
Elective Care	Comment	The NHS are always delaying things. My wife is very frustrated, she has been waiting for surgery for three/four years. We have gone private. We pay our taxes. We also pay for interpreters. It makes you very depressed and frustrated.
Fairfield Hospital- Bury	Comment	Fairfield hospital Bury outpatient's department. Absolutely horrendous needs watchdog going in
GP - unnamed	Comment	Required an appointment for blood test results and was seen by a PA within three days. I had to have a prescription for vitamin D and B12. The PA had to get one of the GPs to fill out and issue the script which caused a delay of treatment of three days, which was a bit of a nuisance but was of no major concern.

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GP – Beehive Surgery	Client	Patient was struggling to get a GP appointment with Dr at Crescent Road practice was becoming forgetful and experiencing symptoms and concerned about dementia. Patient wanted to see a particular GP Dr X but could not get an appointment, staff told patient to go elsewhere and find a GP. Patient is still waiting to see GP. Advised to contact HW Bolton.
GP – Bolton Community practice	Comment	I have recently been quite mentally ill recently and received fantastic support from health professionals. I have a social prescriber, an MHP, and a social worker. (I referred myself to Adult Safeguarding as I was self-neglecting).
GP - Bolton Medical Centre & Diabetes Centre	Comment	I have been registered at Bolton Medical Centre for almost a year now. I am currently 14 weeks pregnant along with diabetes for which I am taking both medications and insulin. I am directly under treatment at the Diabetes Centre Bolton. They are taking perfect care of me with regular follow-up calls and changes in the medicines and doses as required.
GP – Bolton Medical Centre	Client	The problem I have been facing for the past few months is that the receptionist at the Bolton Medical Centre [BMC] is not cooperative at all. Every time they make me suffer for the medicines availability and on updating the changes that my diabetes nurse has to make depending on my high-risk pregnancy conditions. If she makes urgent changes, the receptionist at BMC takes ages to update and get it signed by the GP. I and my husband have to visit surgery again and again just to get the update done on the system otherwise I keep on calling them and they always give random answers to just wait and wait.

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		<p>The most recent problem that I faced was when my diabetes nurse changed my medicine from standard-release Metformin to prolonged-release metformin as the former was not suiting me and I was constantly vomiting. The Diabetes nurse updated everything on time and the receptionists at the BMC took a week to just update it on the system during which I kept on calling them and went to surgery personally 1,2 times but got the same answer we will update it. On the last working day before the Easter holidays, I asked her to do it now and I didn't have any dose left. She said we have a full day left we will do it and right at the last hour the receptionist guided my husband who went to surgery in person, wrongly and said to him that it's been updated, and you could go to the pharmacy and check, but nothing was updated there and until he comes back to the surgery, it was closed.</p> <p>During the Easter holidays, I suffered a lot with constant vomiting without medicine and with high sugar levels. I went to the Emergency Prescription services; they said your latest changes for the prolonged-release-Metformin have not even been updated on your system yet so she couldn't give me the medicines. I called out-of-hour services and after a long struggle, I managed to get 28 tablets around 8pm time. Immediately after the Easter holidays, I sent the letter that I received from my Diabetes nurse so that I could get medicines on time. I handed over the letter to the receptionist at BMC on 3rd April 2024. My husband went to the surgery today on 08/04/2024 to get the updates on medicines and to our surprise, they haven't even got the letter signed by the GP, getting medicines was another matter. Now, they are saying we will do it in a few hours, and I have no dose left now. I just want to ask you that being</p>

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		<p>pregnant with diabetes, I am already very sick and on top of it, BMC receptionists are giving me so much mental stress that it's getting out of control. I don't have much energy to have conversations with them every week nor I can go to the surgery a thousand times just to get an update. If anything happens to my health because of such stress and the lack of medicines, it will all be because of the management of Bolton Medical Centre.</p>
<p>GP – Cornerstone Surgery</p>	<p>Comment</p>	<p>I have had to change my GP surgery and have put in an official complaint. I found the doctors arrogant, unwilling to listen to patients and their concerns, even when concerns were raised apologies were made but promises made not acted on. Eventually moved to another GP</p>
<p>GP – Cornerstone Surgery</p>	<p>Comment</p>	<p>I had to change my GP at the beginning of 2024 due to lack of communication, the arrogance of the Dr and negligence with not giving face to face appointments and misdiagnoses of acute appendicitis which needed emergency surgery, when sent to hospital by new GP) The Drs I did have would give phone appointments for same symptoms, as I have fibromyalgia and IBS the cause of symptoms was put down to this and I was told to take another Gabapentin (which I had been asking to be taken off) something the surgery are now denying after I put in an official complaint. Also, the Dr who I am most concerned about Dr X is the one who did the inquiry. To my mind he should be nowhere near it. On my last appointment with him he sat with his hands behind his head, just nodding, reiterating that fibromyalgia is hard to treat and was ushering me out of the door while I was still speaking to him. What makes this worse was a few days before we'd had a meeting</p>

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		<p>after I had made a complaint about lack of communication and support during my cancer diagnosis and treatment the 8 months previously. He had promised this would change and it hadn't. If anything, it was more disappointing and disrespectful... I walked out in tears and never went back.</p>
<p>GP – Crompton View</p>	<p>Comment</p>	<p>The GP Surgery I attend is fantastic, but care for the elderly and mental health support outside of the GP is appalling.</p>
<p>GP – Crompton View</p>	<p>Comment</p>	<p>GP Surgery that us fantastic is Crompton View. Feels like a community practice. The care and compassion us outstanding</p>
<p>GP – Lever Chamber for Health</p>	<p>Comment</p>	<p>I went to book a BSL interpreter. I waited and waited and waited. The interpreter never came. I am still unwell. Today I have another GP appointment. It is difficult to give feedback/complaints because I am deaf.</p>

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GP – Harwood Medical Centre	Comment	Receptionist at Harwood Medical Centre and Bolton Hospital to have more empathy and support for vulnerable people and have more manners. Treat how you want to be treated.
GP – Oaks family Practice	Comment	The patient is a carer, is diabetic and is having sight issues. Recently had an eye test at Specsavers. Specsavers said the patient needs a new prescription but cannot issue it because the diabetes is not under control. The patient believes their diabetes is not being managed.
GP – Pikes Lane Medical Centre	Comment	Every time I call to speak or see a GP I get fobbed off with a nurse, a paramedic etc. I don't have a choice I am filtered through. I get asked to share details of my condition when I do the receptionist abruptly cuts me off.
GP – Pikes Lane Medical Centre	Comment	Last 35 years I got good experience, all the time very very good. Thanks Pikes Lane Medical Centre.

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GP – Pikes Lane Medical Centre	Comment	<p>When you phone, you get a text to say you need a BSL interpreter. You have to keep repeating yourself. It's so complex going through three different people. You waste a lot of time going through a third party. Then you're waiting for a long time. When you get through, you're told there are no interpreters. The doctors tells me I have to bring a family member or friend. But I don't want to because my health issues are confidential.</p>
GP – Pikes Lane Medical Centre		<p>Very poor patient experience from GP services, Pharmacies, mental health support [specifically GP: Pikes Lane, Bolton.</p> <p>I was abused off a doctor who accused me of just wanting painkillers, I'd not even opened my mouth but was judged because of my body art and colourful hair. I cried when I got home.</p>
GP – Pikes Lane Medical Centre	Comment	<p>Very good GP services [at] Pike View Medical Centre. Easy to contact, prompt response to online forms and quick appointments.</p>
GP – Stable Fold Practice	Comment	<p>Very poor GP services [at] Stable Fold Surgery, Westhoughton.</p>

Service	Anonymous comment or client Case?	Comment Summary
GP – Stable Fold Practice	Comment	Unable to get appointments. Usually phone call back and then referred for blood tests/scans.
GP – Stable Fold Practice	Comment	Can't get doctors face to face appointment telephone consultation is so long and GP needs to see what your problem is.
GP – Stonehill Medical Centre	Comment	Patient stated that she is a registered carer at her GP practice, she looks after three foster children and is the carer for her daughter. The patient has approached her GP practice for a carers health check and was told that she is no longer a patient at the practice because she has moved out of the practice's catchment area.
GP – Stonehill Medical practice	Client	Patient is complaining about an addiction to Valium.

Service	Anonymous comment or client Case?	Comment Summary
GP – Stonehill Medical Practice	Client	Patient says use of topical steroid cream TSW is making eczema symptoms worse, and no one is listening to concerns.
GP - Unnamed	Comment	Duty GP who failed to respond to my online consult forms on several occasions (Severe Eosinophilic Asthma). Ongoing issues with poor care.
GP - Unnamed	Comment	When the GP calls my name out, it makes me feel embarrassed because I am deaf. There's better ways to do it. There should be electronic signs where your name appears across the top.
GP - Unnamed	Comment	Had an ongoing issue since September. So far after endless phone calls going into surgery. I've been fobbed off with nurse (was actually healthcare when I got there). A paramedic and the nurse practitioner. Still not seen a GP as requested. Nurse practitioner has referred me to hospital. But the issue should have been sorted months ago if I'd seen GP.

Service	Anonymous comment or client Case?	Comment Summary
GP - Unnamed	Comment	<p>GP services - I was at my doctor's surgery and waited 35 minutes after my appointment time. I went with a bad cough I had for 3 weeks seen the doctor twice told no antibiotics to be given till a sputum test was tested while waiting on the results. I visited again as it got worse I was in with the doctor and asked about a rash on my neck which I think is eczema. When I asked the doctor to check it, I was told it was a separate illness so had to book another appointment as I hadn't told the receptionist when booking my appointment. My annoyance is this – I was there anyway so it would have taken an extra 3 minutes to take a look and add to the prescription, as test came back so needed antibiotics. After all, why waste another appointment when someone may be in more need than me it's never been told to people you have to tell the receptionist all the illnesses you need to speak to your doctor about or some would be there hours explaining how there feeling its madness.</p>
GP - Unnamed	Comment	<p>My GP surgery has severely mishandled my diabetes care following a kidney transplant. Despite struggling for 18 months, I only started insulin a week ago, which has significantly improved my condition. The GPs knew my situation was deteriorating but took no action, with one GP being particularly disinterested. Initially, I was under the care of Manchester Diabetes Centre, but I was persuaded to stay with the GP surgery to avoid duplicated services. As a result, I developed a diabetes complication that could cost me my driving license. I should have started insulin 9 months earlier if I had remained with Manchester. The GPs seemed more focused on meeting targets for funding rather than patient care. I had to push for an insulin referral, realising my medication wasn't working through regular transplant</p>

Service	Anonymous comment or client Case?	Comment Summary
		<p>clinic blood tests. If I had stayed with Manchester, I likely would have avoided this complication. The disinterest and inadequate care from the GP surgery highlight a failure in their duty of care.</p>
<p>GP - Unnamed</p>	<p>Comment</p>	<p>The patient passed away at home in June 2024. The patient was living with Dementia, cancer and COPD. Their representative stated, "The doctors knew dad was dying. Dad had been bed-bound for six months. It wasn't a sudden death. Yet there was no Statement of Intent in place. My mum, my daughter and I were when dad passed away. My daughter called the out of hours GP and they said we needed to call an ambulance. The police and the coroner came out to certified that nothing untoward had contributed towards dad's death. The police, ambulance staff and coroner were lovely. But this could have been avoided if there was a Statement of Intent in place."</p> <p>HWB asked the patient's representative whether her father was on End-of-Life care. She stated, "He should have been on end of life care. In the last week of his life, the District Nurses (DN) came out to check the pressure sore on his foot. The DN's only came out twice. The patient representative stated that the care agency, TLC "were really lovely."</p> <p>The patient representative stated that she and her family do not want to raise a formal complaint, instead they would like HWB to raise the issues via our Intelligence Reports and at the relevant meetings we attend. She and her family do not want other families</p>

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		to experience what they did.
GP – Unsworth Group Practice – Peter House	Comment	Not the best, the barrier was trying to get an appointment and bloods done for my son (12 years old). Recent episodes of chest pain.
GP – Unsworth Group Practice – Peter House	Comment	Very poor GP services. Nothing went well, it's impossible to get to see a doctor - trying to see a proper doctor face to face at Peter House Surgery Westhoughton.
GP – Unsworth Group practice	Comment	Difficult to get an appointment until 3/4 weeks. Rarely see a Qualified Doctor. Mostly being referred to see a Nurse or Social Prescriber or a Junior Doctor who are not qualified to do referrals & my son has given up as he feels he is getting nowhere as they are not carrying out the proper investigations /scans unless you demand them.

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GP – Unsworth Group Practice – Peter House	Comment	GP services (Peter House Surgery) are appalling. Takes weeks to get an appointment; my last was a 5 week wait). Utterly appalling.
GP – Unsworth Group practice – Peter House	Comment	I went to the doctors because I have restless legs. They gave me tablets. The tablets are not working. This has been going on for over 5 years, I need a BSL interpreter to enable communication. All doctors need to be deaf aware. I never see the same doctor when we go.
GP Unsworth Group Practice – Peter House	Comment	Poor GP services at Unsworth Group Practice (Captain Lees, Westhoughton, Bolton). You can never get a GP appointment face to face, if you get a phone appointment then person hasn't a clue about your health conditions.
GP – Unsworth Group Practice – Peter House	Comment	Very poor GP services at Unsworth Group Practice, Westhoughton. Can't get appointments and having to pay to see a private doctor on a regular basis despite having a serious lung condition. I've spent over £600 on private consultations this year so far.

Service	Anonymous comment or client Case?	Comment Summary
GP – Unsworth Group Practice – Peter House	Comment	Very poor GP services [at] Unsworth group practice Westhoughton. Nothing ever goes well, can never get through on the phone to make an appointment and the My GP App does not work either. Don't have time to queue up in the morning before surgery opens to try to get an appointment due to working hours
GP – Unsworth Group Practice	Comment	I have never had an issue with my GP practice, it seems to get slated, but this surgery is dealing with hundreds of patients on a weekly basis.
GP -Unsworth Group Practice	Comment	I rang for a same day appointment with a doctor and was given one. So no problem at all.
GP -Unsworth Group Practice	Comment	Very poor GP services. Unsworth Group practice are dismissive and rude. They refuse to let you see a doctor, particularly for mental health services.

Service	Anonymous comment or client Case?	Comment Summary
GP – Unsworth Group practice	Comment	“Four/five weeks ago, the interpreter came [for my GP appointment], but they were a trainee interpreter. She was 10 mins late. She told me that she only had 20 minutes. We saw the GP. It was very rushed I complained. I told the GP that I need a fully qualified interpreter. They should have a yellow badge.”
GP- Unsworth Group Practice – Peter House	Comment	Very poor GP services at Peter House Surgery, Westhoughton. I spent 40 mins hanging on the phone trying to get through to my GP surgery. I gave up, the next day I drove to the surgery getting there at 7.30 am. There was a queue already outside. Got inside and was told I would have to come back at 10.30 to see a PA, not even a doctor.
GP – Unsworth Group Practice – Peter House	Comment	Our local GP practice, Peter House surgery, is excellent. They work so hard and are always so kind and helpful. It is usually possible to get an on the day appointment if it's urgent and you ring in time. If there's none available you are given advice about where to access medical help. Sometimes it's difficult to book an appointment that is not urgent; it may be several weeks off, by which time the issue may have become more significant. Occasionally there are no advance appointments available, but they are released regularly. The staff have always gone above and beyond. I've been registered there for nearly 25 years and have a family too and we've never not been helped.

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GP – Unsworth Group Practice – Peter House	Comment	<p>Peter House Surgery Westhoughton. Difficult to get an appointment until 3/4 weeks. Rarely see a Qualified Doctor. Mostly being referred to see a Nurse or Social Prescriber or a Junior Doctor who are not qualified to do referrals & my son has given up as he feels he is getting nowhere as they are not carrying out the proper investigations /scans unless you demand them.</p> <p>It's also easy to forget appointments as you are waiting so long. The Doctors are very nice & professional when you are lucky enough to get to see them or get a telephone appointment. I feel let down by the system & it's so difficult having to ring in at 8 am when lots of patients are all ringing at the same time & can take 45 minutes to get through to be told to ring 111 as there are no appointments on that day.</p> <p>No call back ever with results or paperwork to show results you are told to ring up for results.</p> <p>This surgery used to be a really good service but is now very poor. I hope that they can make the changes to improve & listen to the feedback from patients that are not getting the duty of care they deserve.</p>
GP – Unsworth Group Practice – Peter House	Comment	<p>My son was discharged from A and E during a weekend, and I was told he would need bloods done by the GP the following week. (At Peter House Surgery). The discharge letter from Bolton made no reference to blood tests. When I spoke to the receptionist they said he would need a GP appt before bloods could be done. After many attempts at 8.00 am in the morning we finally got a telephone appt with a GP who then advised we would need to phone up to book an appt with the nurse and that she couldn't do it. More time passed</p>

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		<p>by as I was unable to get an appt as they had all gone each time I got through. I finally got an appointment booked (3.5 weeks after he has been discharged from A&E. Just after I booked the bloods the GP phoned me back for a face-to-face appt for my son on the same day as he has also ongoing pains in his knee (He has a history of cysts when he was a lot younger). On the day of the appointment for bloods and to see the GP I received a call from the surgery to say that the person my son had been booked in with can't do bloods for children and we would need to book another appt. At this point I highlighted it is coming up to 4 weeks since he was discharged from hospital. The receptionist went away and came back with an appt at the Blackrod Surgery at the end of the day. Once this was booked the nurse doing the bloods phoned me to ask if I had any numbing cream prescribe which I hadn't. I advised the nurse I was seeing the GP and would ask for it at the appointment which she did along with a referral for physio do his knee.</p> <p>My key concerns are for the wider public as I am a bright individual who will do anything for my son. This isn't the case for all people. Some people aren't well enough emotionally or physically to be chasing appointments and also some parents don't put their children first. If I had not followed this up the blood tests would never have been done.</p>
Mental Health Services	Comment	Mental Health care very hard to find unless you attempt suicide.

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North West Ambulance Service (NWAS)	Comment	Rang 999 for an ambulance as my husband was vomiting blood out of his lungs (a symptom of his rare condition) was told it was a 45 min wait I said he would be dead by then, they said try to take him yourself (in the end I did as I live 5 mins from hospital) he had to be wheeled from my car to resus immediately.
Pharmacy – Cohens Chemist	Comment	Patient contacted Cohen's chemist and claims he was kept on hold for 59 minutes.

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Pharmacies - general	Comment	How can pharmacists do all the newly expected services when they can't get prescriptions ready on time? Why are NHS "back shop" office workers being paid more than junior doctors? I can give you an example of someone who couldn't even do a level 2 course, and who is on £35k

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