

Intelligence Report

QTR 2 July – September 2024

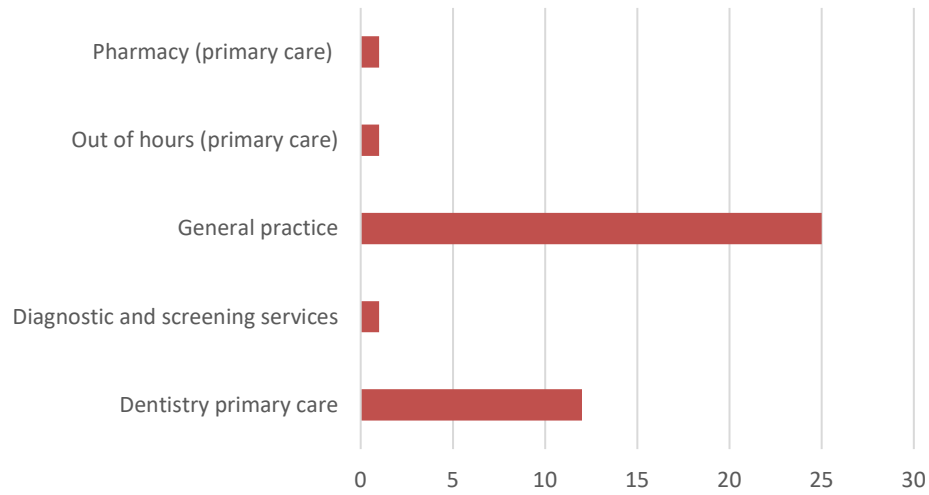
This report presents intelligence from the public, received by Healthwatch Bolton from 1st July 2024 to 30th September 2024. Intelligence is received from our Information, Advice and Guidance (IAG) enquiries, Community Engagement activities, from our website via our 'Have Your Say' webform, and from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

Much 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.

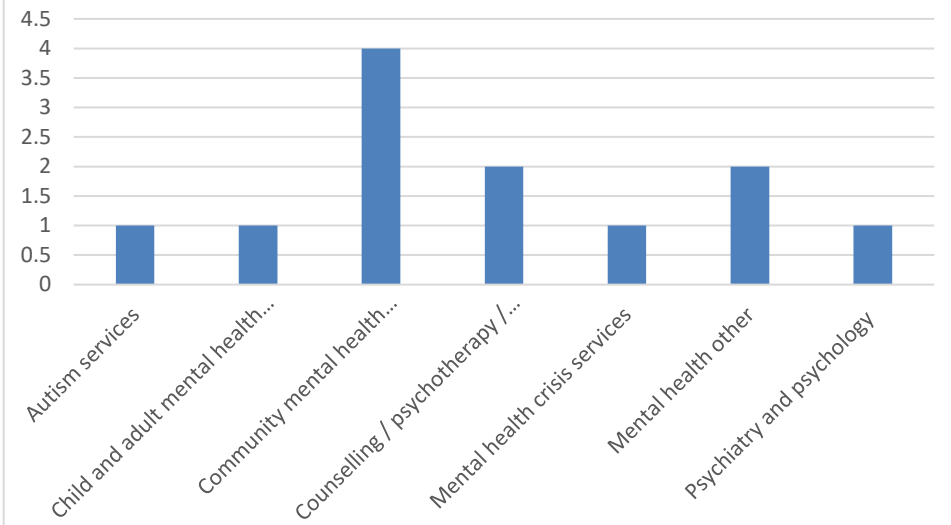
We welcome any feedback you would like to provide us with.

Services

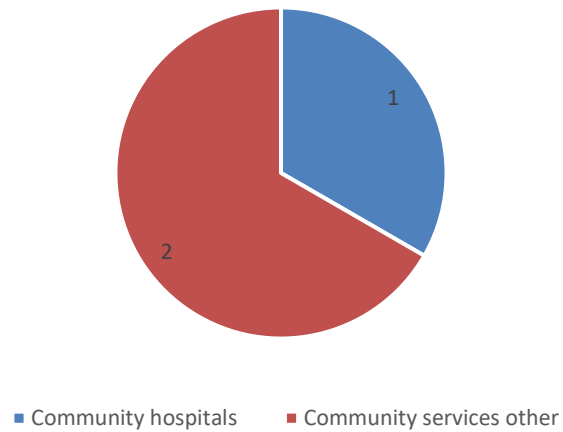
Primary Care Services



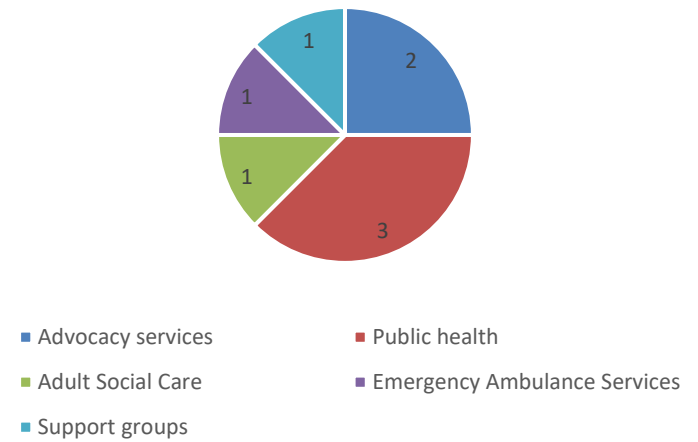
Mental Health & Learning Disability



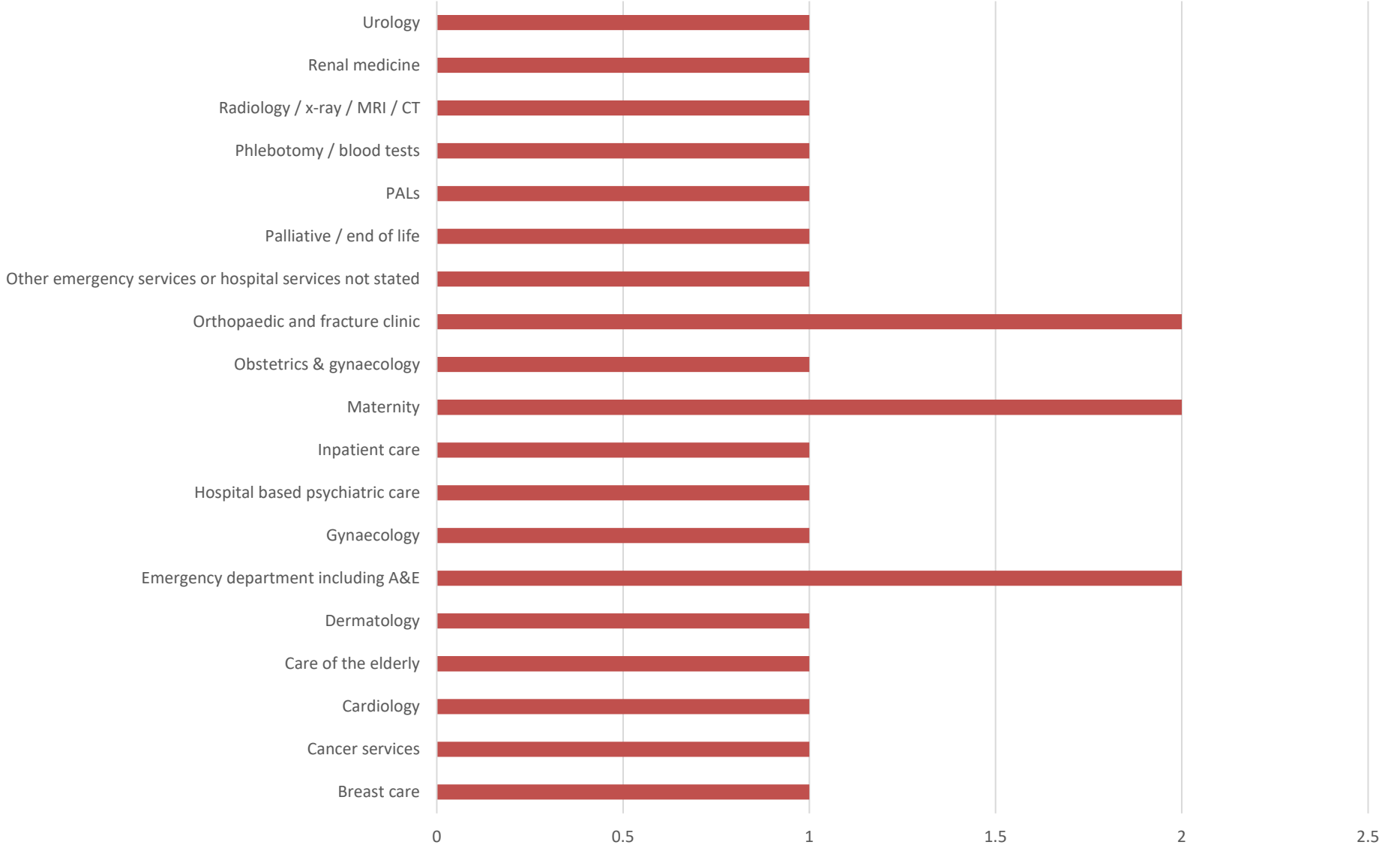
Community Services



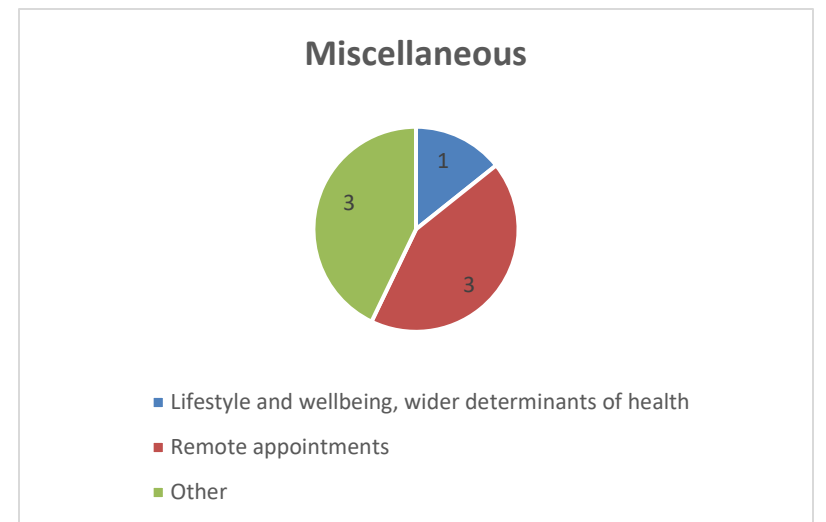
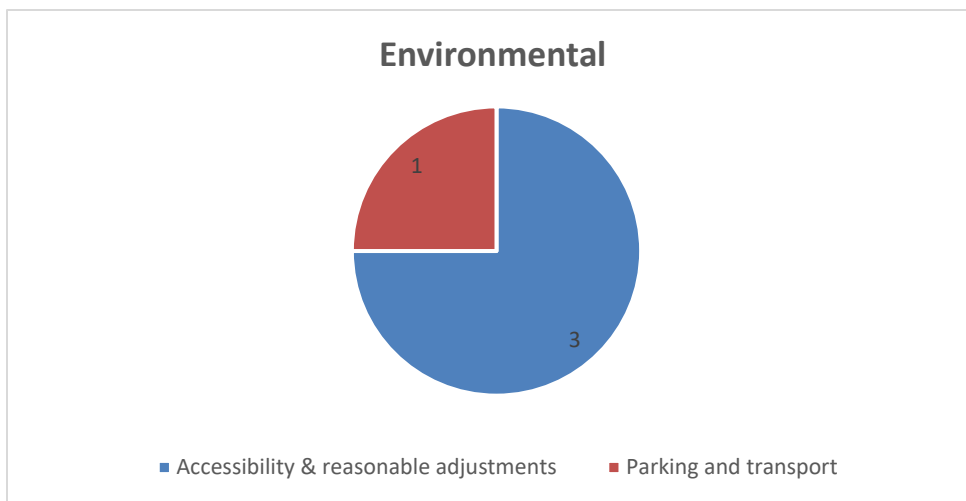
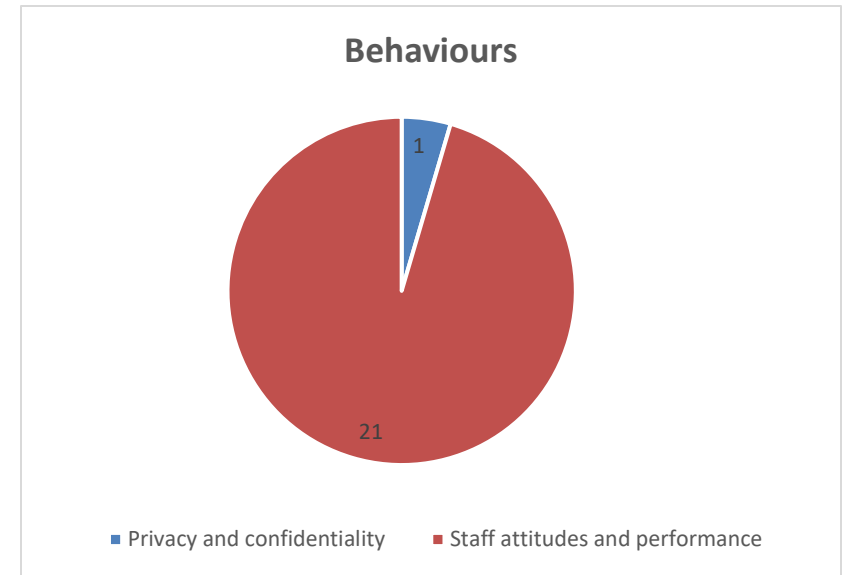
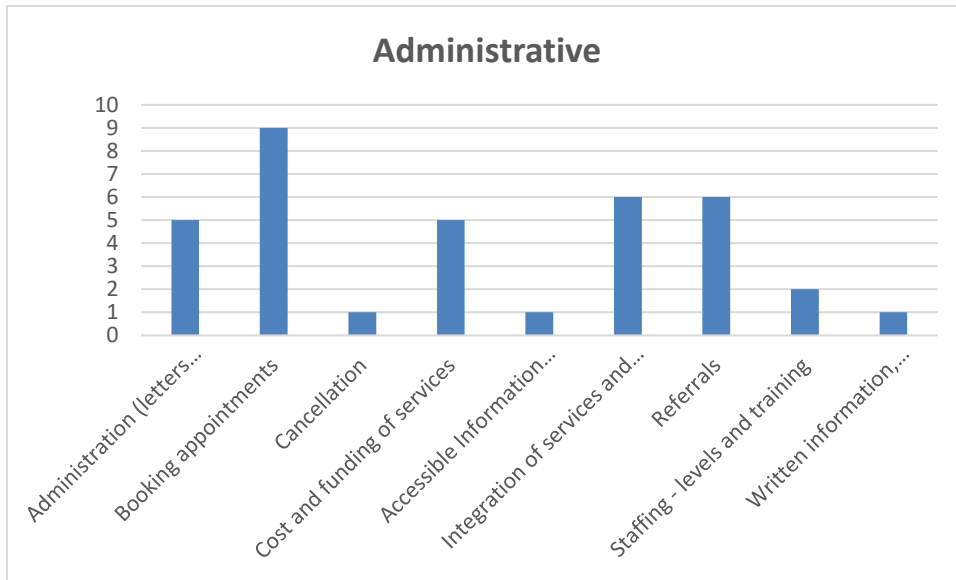
Other



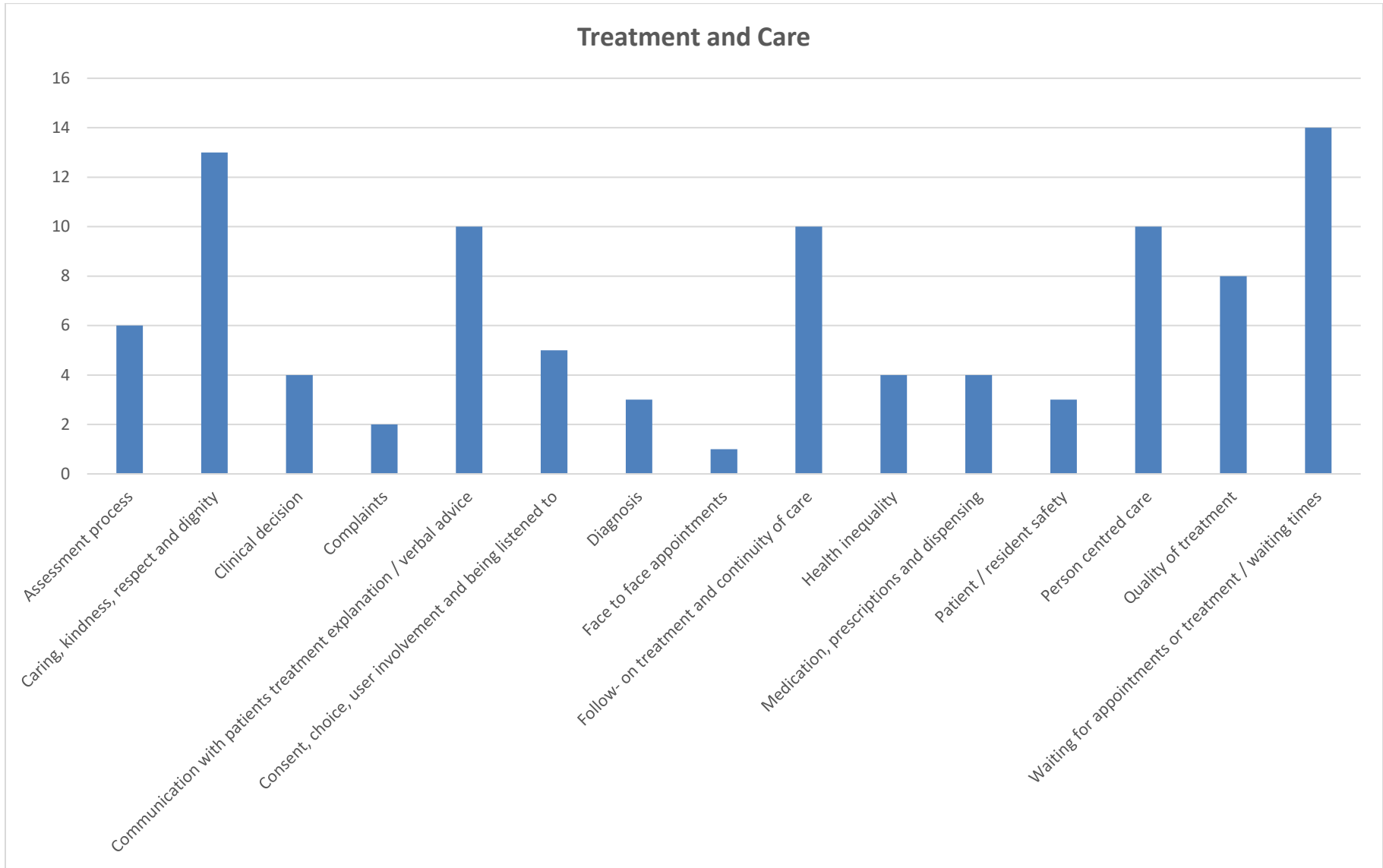
Hospital Services



Themes



Treatment and Care



	Provider	Comments
1.	3D Centre, Deane Rd	Client is concerned about mum, who is 90 years old and severely visually impaired and hard of hearing, hasn't received any help or support since being discharged from the hospital in May 2024. Has difficulty in visiting the surgery, which makes an in-person asthma review challenging. Communication problems with this GP practice not returning calls or arranging the right services to be put in place.
2.	Adult Social Care	Query regarding Care home/facility inspections/checks by Bolton Council and how families can be involved in these inspections and possibly see the reports.
3.	Avondale Surgery	Weight management clinic, what a joke. I asked four years ago. No clinic (Bolton). I've only just been given an appointment with a dietician. Four years! Poor service.
4.	BARDOC/GP/111/Pharmacist	Tried to get appointment with GP regarding a UTI. No appointments so referred to 111. They referred me to pharmacist who could not treat me because I am 75. Referred back to my GP. They referred me to out of hours who treated me swiftly and courteously. Poor service as regards getting the right service to treat me.
5.	Bolton GP Practice	Have a problem getting to see a GP never get to see the same GP always different so they don't know you.
6.	Bolton GP Practice	<p>I feel that making an appointment with the GP as when you are not well and not slept all night, we are expected to ring before 8am to try and get to Doctor sometimes instead of doctor we are asked to see the nurse - Thats what happened to me</p> <p>I saw the nurse, she referred me to kidney scan - the whole process was slow – I was finally asked to make an</p>

		appointment to see the doctor after 6 weeks, by this time I had to see a homoeopathy who sorted my issue in 2 days.
7.	Bolton Hospital – Urology/PALs	Client is requesting advice to pursue a complaint against Bolton Hospital Urology and PALS, and to receive the treatment he needs. Client has been experiencing difficulties with getting consultations, appointments and treatments from the Urology Dept and A & E. Both physical and mental health are being severely affected. The client has also been having difficulty with PALs at Bolton Hospital. PALS have not been treating his concerns as a formal complaint when he repeatedly asks them to.
8.	Bolton Hospital/ICP/SWMS	Hi both me and my husband are overweight with additional conditions. We've visited our GP for support in losing weight. Our GP has informed us that currently all funding for weight management services has been cut. So, in order for medication/surgery to be issued you need to have attended weight management services however in Bolton currently there isn't any. Both of us have contributing factors and are a risk with our weight but aren't able to do anything about it. We've tried diet and exercise and but feel we need support.
9.	Bolton Hospital	Client informed HWB that she believes her arm was injured following an injection at NHS Bolton Foundation Trust.
10.	Bolton Hospital - Cardiology	Royal Bolton Hospital Cardiology. There were steps and multiple doors to open. It was not fully accessible with a wheelchair or mobility scooter. I also attended for a scan in the new outpatient department. I couldn't believe that there were multiple manual doors to pass through, some push, some pull, and very difficult to negotiate in a wheelchair.
11.	Bolton Hospital - Dermatology	Client contacted us needing advice about hospital waiting list. She has been waiting for an appointment for

		dermatology for months, had appointments cancelled, and is now told they can only see her next January
12.	Bolton Hospital – Mental Health	I was treated at Manchester hospitals when I was younger although I live in Bolton and still do. Manchester was always better. Better care and treatment. Not a good service at Bolton Hospital.
13.	Bolton Hospital and Stonehill Medical Centre	<p>Have to pay for taxis as the bus stop is up a hill and no buses to the doctors</p> <p>Stonehill medical centre and Royal Bolton Hospital Mixed experience of care.</p>
14.	Bolton Hospital – Outpatients/radiology	All good apart from disabled access. The new outpatient block at Royal Bolton hospital had endless double doors that were hard to get through with a wheelchair. I am glad I didn't try it with my mobility scooter as it would have been impossible. Surely such a new building could have automatic doors or at least powered ones.
15.	Bolton Hospital - Outpatients	<p>In my opinion Not given the correct appointment for the care I needed.</p> <p>A Telephone consultation Pre -op was sent out instead of a face to face appointment. Where if a face to face appointment was given the relevant test could have been carried out. Also I was unaware that tests were needed as not mentioned in any letters I received. Would have saved my operation being cancelled. The hospital cancelled my appointment due to the tests not being done. This also goes against me, as strike number 1. I feel it was no fault of mine as they state that I cancelled the appointment when in fact the hospital did. So should not go against me if they cancel it which they did. On the grounds the tests not</p>

done and I could not attend. Due to the short notification, I was unable to attend when asked as I was away and unable to get back in time. They rang me late afternoon the day before my telephone consultation to ask me to come in the afternoon on the same day as I was getting the telephone consultation.) What a waste of resources.

These telephone Pre Ops need to be looked at as they are a waste of time and money. Would be ok if tests are not required but I assume that they are for all major operations. (Not having one before.)

In my opinion If they had given me the correct appointment in the first place then knowing that tests were required

I would of been able to come in as I would not of gone away . But being a telephone consultation (which was useless in my case) I could have been anywhere on the planet. It was time & money wasted. Also time waited for this operation is over 75 weeks.

By the time I get my operation hopefully as I'm on my 2nd chance now. (no fault of mine). and I'm away myself until middle of October it will be 83 weeks that's if I receive an appointment but admissions did say they would try and accommodate me so that's one thing that could go right. The hospital have been given dates when I will not be able to attend. So my first operation experience with hospital procedures has not gone at all well.

My bag was ready. I was ready taken the relative time off work re the recovery period. feeling very let down and upset. I have been attending Bolton Royal Gynae outpatients for well over 10 years not missing 1 single appointment in that time. Done all that they have asked of me.

		<p>Ps: I have also completed 2 on-line Pre-op questionnaires prior to this all happening.</p> <p>Also having trouble obtaining email address to contact the people I wish to send letters to.</p> <p>People I have rung, not rung me back when messages been left on answering machines. So the systems are not working. But the care I have received re doctors and nursing staff you cannot fault.</p>
16.	Bolton Hospital	Client want to make a formal complaint about End of Life Care at Royal Bolton Hospital following a relative's death in 2024.
17.	Bolton Hospital – Mental Health	Wait time very long in unsuitable waiting area for someone who is actively psychotic. Mental health assessment very poor. Disinterested, judgemental and impatient staff. Difficult to believe they are AMHPs. Don't adhere to mental health act or NICE guidelines
18.	Bolton Hospital- MSK	<p>I write with concern for my elderly father [xxx]</p> <p>My dad has been on the waiting list in excess of 12months for a knee replacement. He has completed a pre-op questionnaire several months ago and for years has been under orthopaedics for issues in his knee. As a result both knees are now due to be replaced as the fully working knee became under strain awaiting the other one to be fixed.</p> <p>My dad is in constant pain, has very little sleep, is no longer able to work and fully mobilise without aide and assistance. He has been left on crutches which is now impinging his shoulders.</p> <p>It is upsetting my dad and ourselves that he has no quality of life and is not able to do the things that he used to do. We have moved him downstairs as he is no longer able to use the stairs. I am urging and requesting help in getting</p>

		<p>medical attention for my dad. He visits his GP and is prescribed heavily for painkillers which is also then going to have detrimental effects on his kidneys function. Please can you advise how we can have this expedited and looked into. I appreciate very much waiting times and the state of the NHS, however I do not accept that my dad is being failed.</p>
19.	Bolton Hospital A & E/GP	<p>I could not get an appointment with my GP for my child so I was sent A&E I really did not want to go A&E as I felt it wasn't urgent. When I got there the doctor looked at me as if to say why have you come here! I felt bad but I had no choice as it was my child.</p>
20.	Bolton Hospital Breast Screening	<p>Client has cerebral palsy and is a wheelchair user. She needs to attend for breast screening but has been told this is not possible due to her disability. She has had no contact from anyone about how this can be made possible.</p>
21.	Bolton Hospital Maternity	<p>When I was pregnant, we struggled with finding services for pregnant ladies swimming, talking to someone, physio. massages etc. However, my midwife was amazing the hospital was amazing, overall experience was good.</p>
22.	Bolton Hospital Maternity	<p>I have many different good experience from my GP, but unfortunately I have a bad experience about Royal Bolton Hospital last year. I was admitted into the neonatal department and the room wasn't clean and nurses and doctors were good and polite.</p> <p>They help me to deliver my baby. They did everything good but bit late I've got infection because of their late decision and lost my baby.</p>
23.	Bolton Hospital Maternity	<p>Client is unhappy how family member was treated in A & E resulting in family member losing a baby. She did not receive timely care when she needed it, not being diagnosed in a timely way and left to wait and suffer which</p>

		resulted in a miscarriage. This has had a huge impact on her and her family both physically and emotionally.
24.	Bolton Lads and Girls Club	Bolton Lads and Girls Club - Bereavement services and trauma counselling was amazing support. Time to Talk; Amazing support to help me and my mum get through so much.
25.	Bolton One	I have arthritis which at times can be difficult to manage and manoeuvre. At Bolton One the arthritis nurses are brilliant. They really do take time out to listen to your concerns. If something isn't working for you i.e medication, they try their best to find one which will. They sort out physio and home needs & everything. They also have a help-line day and night.
26.	CAMHS Bury/Bolton	CAMHS service in Bury is really bad, I had an appointment and when I got there they said they had sent me the wrong date. I was very annoyed as had to catch the bus it took time, causes more anxiety etc. I shared this on Facebook and many other people started saying the same thing about appointments at CAMHS in Bury. Services in Bolton are better.
27.	Cornerstone Surgery/SWMS	Previous GP only saw my weight, never looked beyond that. They diagnosed my type 2 but didn't tell me, they didn't help me understand what I needed to do. Weight management were great, helpful and understanding until I decided against surgery. Then I was just another name on a list.
28.	Cornerstone Surgery/SWMS	Nothing - referred by GP, so they got to tick that box. No appointments available - call if not heard in 3 months. Called and left message twice weekly - gave up after 8 weeks of no response. Then got letter saying services were

		changing and they'd be in touch - that was about a year ago. Very poor.
29.	Cornerstone Surgery	Client is unhappy with the new system where a medical examiner has to be involved after family relative died. This has caused unnecessary delays to the issuing of a death certificate due to the confusion and the communication between hospital staff and GP practice. This process needs looking into so that all health professionals are aware of the involvement of medical examiners.
30.	Garnet Fold Surgery	The patient's partner wants to raise a formal complaint after his partner received her medical records from Garnet Fold Practice. He claims that there are spelling mistakes and medication that she has never been on or has been told about.
31.	GMMH/Bentley House	The care my XXX has received from mental health services is absolutely appalling even after several complaints the same issues continue. In the meantime my XXX is getting worse mentally. The team always make false promises, all saying different things to XXX. Told lessons are being learnt from previous mistakes in XXX care but are not. Left in crisis although XXX reaches out when XXX feels mental health is becoming worse and nothing. The team have put XXX through hell and back and I'm left to pick up the pieces with no support for myself as XXX carer. The care is inconsistent.
32.	GMMH	The client's relative is accessing mental health services in Bolton for two years. During this time, they have been waiting to see a psychiatrist. The client has chased this up and has been told there is a further 18 month wait The client wants to know if their relative should be waiting this long.
33.	GMMH	The patient stated that he is having difficulty accessing [adult] mental health services for autism. He has been

referred to Trafford Extended Services but has been advised there is a backlog.

34.

Kearsley House Medical Centre

Regarding my concerns about Kearsley Medical Centre not being as accessible to all their patients, my husband received a text asking him to make an appointment via their online services. He had tried, but couldn't navigate around the form to complete the request, I myself tried without success, I contacted the surgery on his behalf and asked if in future they would contact him by telephone to arrange any further appointments instead of sending him texts, I asked if they were aware of his health issues and the difficulties and frustration it can cause: they said they were aware but their system cannot facilitate the request.

I don't have any issues with the admin staff at the surgery, but my husband can't be the only person that attends the surgery that has the same difficulties, having to phone up, then waiting to speak to the receptionist to make an appointment to be told sorry no appointments left, try again tomorrow.

My husband is lucky that I can go to the surgery at 8am to make an appointment for him.

I know the surgery is very busy and I don't have any issues around that, but I think there must be a better way for people like my husband and other vulnerable adults, especially people living on their own, to access their GP surgeries when needed.

Not everyone has access to computers, and some may not even have phones.

I'm hoping that they can resolve these issues, before someone falls through the net again, where they'll say lessons will be learnt, why wait.

35.	NHS Business Services Authority	Client unhappy with communication regarding payment request. Feels there is no sympathy or understanding of individual circumstances and things done in error.
36.	NHS Dentistry	Client needs help finding an NHS dentist. She has reached on the NHS website and has contacted approximately 20/30 dental practice in Bolton and Wigan and no one is accepting new NHS patients
37.	NHS Dentistry	Client is looking for an NHS dentist in Bolton
38.	NHS Dentistry	Client wants help finding an NHS dentist in Bolton. Client is elderly and vulnerable and cannot eat normally. Has been added to a waiting list for treatment.
39.	NHS Dentistry	I came to the United Kingdom in 2006, I have tried over and over to get a dentist but no success. When I was having tooth pain I have to go to private dentist I paid to check and cleaning my teeth. Now I am feeling pain on my lower tooth but I don't have enough money to see the private dentist as I am not working at the moment. I am on universal credit.
40.	NHS Dentistry	Client need access to NHS dentist
41.	NHS Dentistry	Client needs access to NHS dentist
42.	NHS Dentistry – Breast Cancer	Breast cancer patient needs a dental check up before treatment. Patient does not have an NHS dentist.
43.	NHS England	NHS App having incorrect patient records displaying.
44.	NWAS & Bolton Hospital	In the space of a week I was aware of the need for paramedics to come to 3 different addresses on one street in the semi rural village where I live. On each occasion they arrived in a timely manner (one of the ambulances attending had come from Lancashire). They dealt promptly and courteously with each patient. One house

had to be broken into and they then ensured that a new lock was fitted to make the property safe whilst the home owner was admitted to hospital.

I accompanied one of the patients to hospital with his wife who has memory issues. He required emergency treatment in resus. The paramedics who had brought him in were most caring towards his wife as they could see she was struggling. They were really compassionate. The doctor at Royal Bolton who spoke to the patient's wife about DNA CPR did it in the gentlest most sensitive manner giving plenty of time for information to sink in and to answer any questions.

All 3 of my neighbours have had the best care you could hope for and I feel truly grateful to have seen this. Our NHS maybe struggling but it can still be impressive

45.

Pikes Lane Medical Centre –
Dr Mirza

I called my GP (Pikes Lane medical centre) to make an appointment with the GP as my 6 month old baby's eye lid and under eye had a rash on. The receptionist gave me an appointment with a Physician Associate - she gave me a cream - Dermol lotion, but it says avoid contact with eyes, I was unable to use it on my daughter.

I am unhappy about this and concerned that this could have harmed my daughter as it was not prescribed by a GP.

46.

Salford Royal Hospital

Client wants to raise concerns with the renal team at Salford Royal Hospital.

Client raises concerns that the vascular access team do not properly communicate with the consultants or the bookings team. Client has experienced difficulties in trying to get an appointment time that is suitable, but after repeatedly asking this, they have been getting unsuitable appointment times. Client has also had appointments booked with the consultant, but has not had the necessary scans done beforehand which has caused the need for appointments to be re-arranged.

47.	Spring House Surgery	I receive a very good service at my GP practice Spring House surgery, no problem with referrals or booking appointments
48.	Synergy Dental - Adlington	Client just wanted to praise Synergy Dental in Adlington for being honest about their pricing and customer service, and she will now be able to get her dental work done.
49.	Synergy Dental – Little Lever	Client is having extreme difficulty in obtaining a BSL interpreter at their dental practice. Practice staff claim the NHS do not provide interpreters any more and only offered paper and pen or mobile
50.	Stonehill Medical Practice	Takes ages to get an answer and then it's at least 2 weeks before one is available
51.	Stonehill Medical Centre	Client having difficulty being prescribed certain medication for anxiety.
52.	Unsworth Group Practice	<p>My concerns for Unsworths group total digital triage plan. Illnesses are going to be overlooked. Lives are going to be lost. There has been no thought for those with mental illnesses, the vulnerable and elderly. The idea of filling out a form be it digital or paper just to get an appointment is too time consuming, the internet is not without faults and unreliable. How are people who need an emergency call out and are poorly going to be able to fill a form out? What medical qualifications do the people have that are going to be making the decision, when and if you need to see a doctor. In the last twelve months I personally have lost two days pay trying to get through to the doctors on behalf of my elderly mother, perhaps if there were more people to answer the phone appointments wouldn't be wasted. I am utterly disgusted at such proposals.</p>

53.

Unsworth Group Practice –
Peter House

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. It's also easy to forget appointments as you are waiting so long.

The Doctors are very nice and 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.

No call back ever with results or paperwork to show results you are told to ring up for results.

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.

There are some good positive points here but overall the service is unsatisfactory.

54.

Unsworth Group Practice

I was told by a Physicians Associate that "we don't refer for MRIs" via my GP, because "who do you think could even read one?" As well as "if I refer you for orthopaedics, you'll be waiting years", combined with a sneered "what are you using that for?" (The cane that helped me with pain and balance), with a final "look, what do you want us to do about it?"

I changed my GP and paid privately for an MRI. I now have a diagnosis of coeliac, fibromyalgia, ME/CFS and depression, on top of my OCD - which I feel was the cause of my mistreatment through their lack of education.

55.	Unsworth Group Practice	Patient wants to raise a complaint about Unsworth Group Practice
56.	Unsworth Group Practice	Client had request for Diazepam for fear of flying declined from Unsworth Group Practice without any explanation. Client wishes to make a complaint.
57.	Voiceability Advocacy	Client looking for MH advocacy
58.	General	I have been waiting 18 months for an Advocate for my son who has learning difficulties. Last year in April my social worker said they had applied for one however I am still waiting.
59.	General	My wife of 55 years died of cancer, she didn't recognise any signs or symptoms when she was diagnosed she lived for just 6 months. Afterwards I went through a depression I did not want to go out but one day I took my grandchild to a community cricket club this helped me a lot and now I come regularly. more support and understanding is needed for communities.
60.	General	Social Care Barnett House helps lot with tablets Went to A&E about 3 months ago had to wait about 3 and a half hours for some antibiotics Doctor and Doctors receptionist not always helpful and bit abrupt which can be upsetting
61.	General	Carers who attend Bolton Dementia Support Carers Equip Session asked HWB about: Access to NHS Dentistry How to maintain good oral health for people living with dementia Podiatry Home Visits

62.	General/GPs/Dentists	<p>GP - So many services have been removed the point is towards hospital or different providers where access is impossible.</p> <p>Dentists are not available in Bolton at all, all are private if you miss 1 appointment they remove you.</p>
63.	GP Practice/Bolton Hospital	<p>Client is concerned about a young resident with a disability, who is not good with technology and has been neglected by health services and whose health is deteriorating, due to medical professionals being unable to agree on how to treat them.</p>
64.	GP practice	<p>Got medication immediately but...I had to self refer for CBT or mental health support. When getting vertical at all takes all your effort this can delay the referral by months till the ant-depressant starts helping. If you take into account just getting to the GP in the first instance can take you determination that is beyond imagination when you are this depressed.... There was a delay of nine months from me realising I needed help to the self referral. Now six months later I am still waiting for actual CBT or talk therapy. Along the way I have had contact from the MH team. All these were "are you in crises ie will you end up a suicide statistic" and "do still want help" type contacts. My answer is no to the first and yes to the second. The problem with this is that I am in crises, but my personal belief system prevents suicide. I will not leave a mess for someone else to clean up. So according to the little checklist I can wait, and wait, and wait..... why is the system this broken? It is not the GP's fault they have to function within the system. But what if the depression is secondary to other life threatening illnesses (yes I fall in this category) and mental health specialist care is part of the recommended treatment modality in NICE or other national guidelines? Shouldn't the GP then have a pathway for instant and quick referral? Help the GP help us.</p>

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