

# Intelligence Report

**QTR 3 – 1<sup>st</sup> October – 31<sup>st</sup> December 2024**

This report presents intelligence from the public, received by Healthwatch Bolton from 1st October to 31<sup>st</sup> December 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.

**You will note we have added a column for organisations to provide us with some feedback on the issues/feedback raised. We would be grateful if you would provide us with a response to these, so we can be assured that the issues are being considered. Compliments are also included in this report and are highlighted in green.**

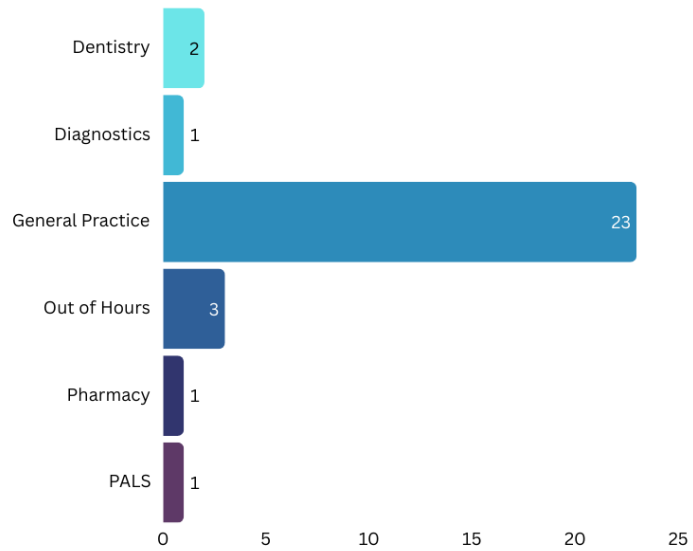
A lot of the intelligence we receive is anonymous, with the patient not wishing to share their identity/contact details with us. When this happens, we cannot follow up their concerns, but we believe it is important to include all this intelligence in our reports, so commissioners and service providers are aware of people's experiences of using health and care services.

Please share any feedback with Julie Darbyshire: [julie@healthwatchbolton.co.uk](mailto:julie@healthwatchbolton.co.uk)

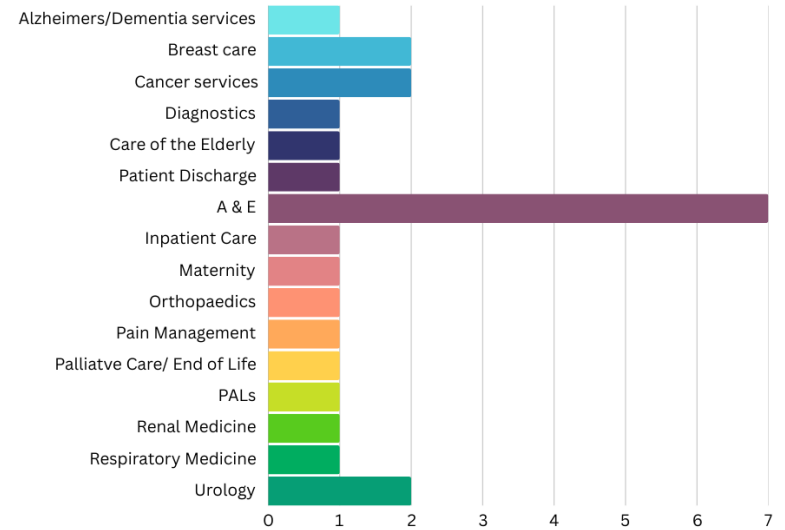
Thank you

# Services

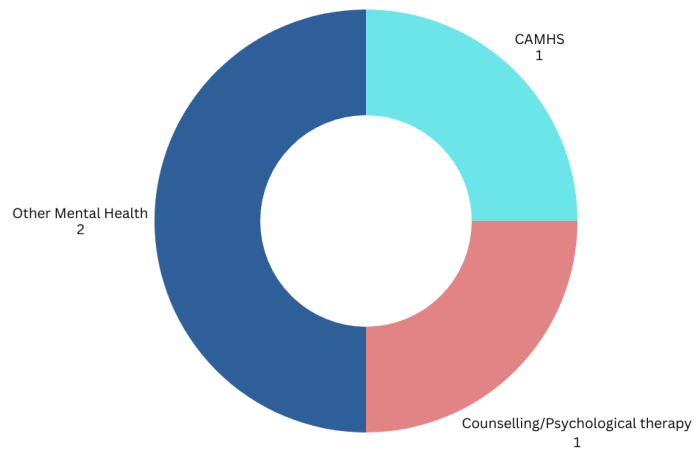
**Primary Care - Total = 31**



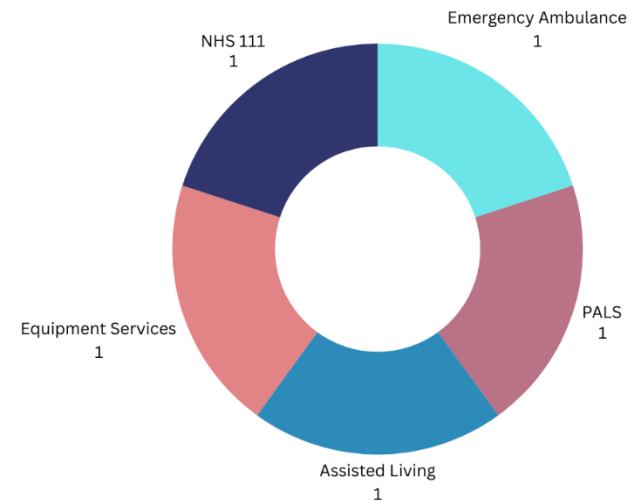
**Hospital Services - Total = 25**



**Mental Health Services - Total = 4**

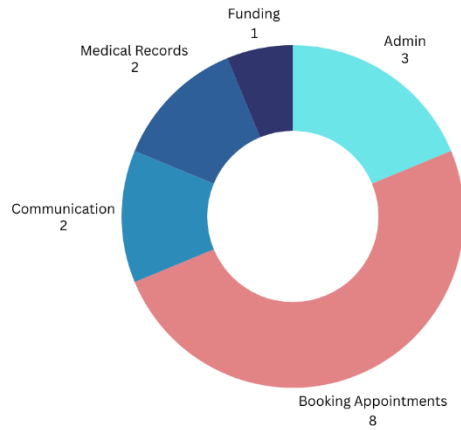


**Other Services - Total = 5**

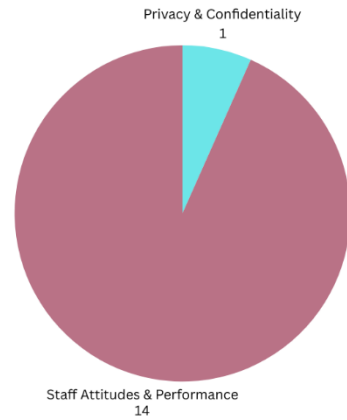


# Themes

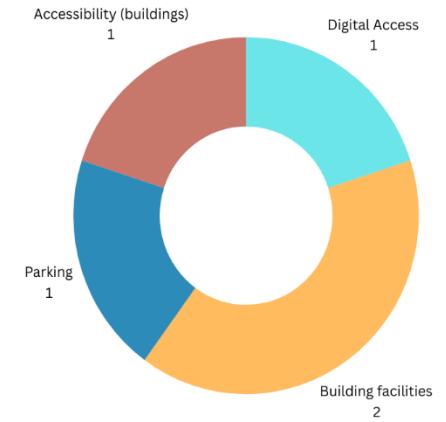
**Administrative - Total = 16**



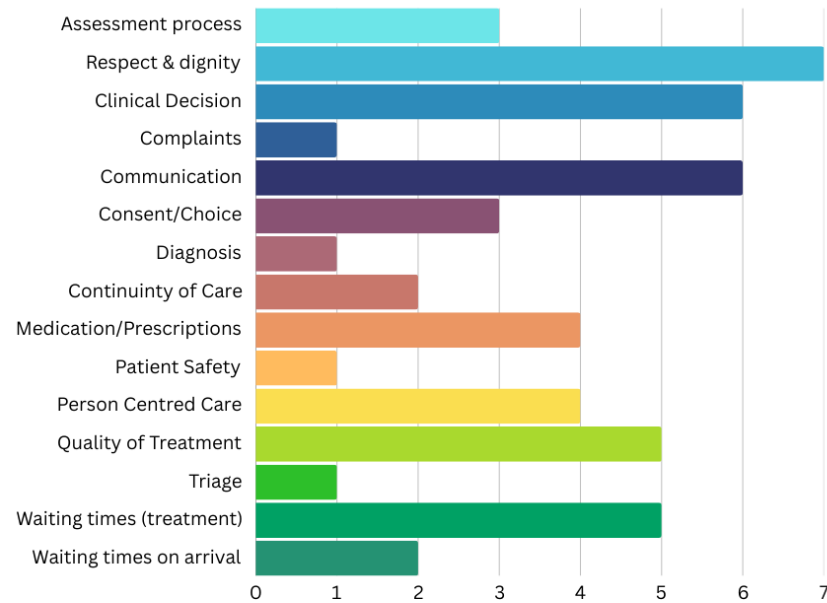
**Behaviours - Total = 15**



**Miscellaneous - Total = 5**



**Treatment/Care - Total = 51**



## Comments/Feedback

Date	Record no.	Service Provider	Feedback Summary	Points for Organisations to Note/Take Action
1/10/24	1	GP – Dalefied Surgery	Patient is unhappy at being removed from the patient list due to requesting repeat prescriptions. Patient is working with Voiceability to reach a resolution.	
2/10/24	2	Bolton Hospital - Maternity	Patient has experienced a miscarriage whilst waiting in A & E. A formal complaint has been raised with Bolton Hospital.	
4/10/24	3	Bolton Hospital – A & E	The patient has experienced long waits and delays in getting investigations for bowel pain in A & E and as an in-patient. They were also left for long periods without food, drink or communication in A & E. The patient requests urgent investigation, immediate action to address their medical needs, and improved management to prevent further suffering and complications. A formal complaint has been raised.	
4/10/24	4	Bolton Hospital A & E	Enquiry related to client's daughter and daughter's partner. Daughter had unsatisfactory experience at Bolton Hospital A & E when attending for bad headache. Staff attitude was appalling, communication and confidentiality was appalling, and she has no full explanation of what caused the headaches and any follow-up treatment.  Partner also had bad experience being told he has a brain tumour in an abrupt and uncaring manner and confusion around what he was attending an appointment for. Patient has already contacted PALS.	
9/10/24	5	Swan Lane Medical Centre	Patient comment: "Yesterday I tried to get a GP appointment at Swan Lane medical centre. I explained my 3 year old daughter has been vomiting, a high temperature, a dry cough wheezing and not passing urine. The receptionist would not give me an	NHS Bolton please note

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			appointment and told me to see the pharmacy and they can refer, if needed, to the GP, I did not find this very helpful. My daughter has been poorly for 4 days now, I have had to ask my daughters grandma to ring the surgery as I am fed up at being fobbed off."	
2/10/24	6	Bolton Medical Practice	Patient suffers from underactive thyroid, Lupus, IBS, and other health problems. They sometimes can't wait 2 weeks to see a GP. They also have problems with sleeping due to mental health issues and can't always wake up at 8am to make a same day appointment to see a doctor. Client feels they should be given priority.	NHS Bolton please note
9/10/24	7	NHS England	Patient has been trying to get access to continual glucose monitoring through the NHS for many years to no avail. Salford Endocrinology team have tried to help, as well as the GP and the local diabetic team. They fall 'outside' the eligibility because they are not medicated for the type 2 diabetes they have, They have been advised to contact GMICB and submit a funding request.	
11/10/24	8	BARDOC/Bolton Hospital	Client is unhappy with treatment of late husband in Bolton Hospital. Husband had physical problems and dementia and was not treated with kindness or dignity by some staff. There were also issues when discharged when he needed certain medications to ease his pain and suffering. Delays in medication meant that he died in a traumatic and undignified way which was also traumatic for the family. Formal complaints have been raised with BARDOC and Bolton Hospital.	
14/10/24	9	Mental Health GMMH	Patient is disabled and feels isolated and has accessibility issues for mental health support/group therapy sessions. They want to highlight the difficulties disabled people can face with their mental health and that more should be done to address this and particularly those who are deaf. A mental health service that did home visits would be beneficial.	For GMMH to note

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23/10/24	10	Bolton at Home	Disabled client needed electronic door repairing but struggled getting a response from the housing provider. Healthwatch Bolton made some phone calls on behalf of this client. The Issue was eventually resolved.	
24/10/24	11	GP – Unsworth Practice – Peter House	<p>Patient was unable to make an appointment at GP surgery by phone. They have been requested by their parents' oncology consultant to request breast screening prior to the age of 50 when it becomes routine, due to a strong family history of cancer and specifically breast cancer. The GP practice does not answer the phone, often when seems to be picked up, the call is ended at the other end. A 'new' online triage system has been brought in, which they say is no use for those who cannot or do not know how to use the internet. The client can use it, however each time they have attempted since this was brought in at the beginning of the month, the service is unavailable. They have emailed the practice manager twice but received no response. They have also had a routine appointment one week ago where they requested a referral for breast screening. They were told the nurse may be able to do it, but it might require a GP to complete. No one has contacted them either way. They cannot request it online, as each time the service is unavailable or at capacity. They now require a total of 3 appointments they are unable to book, yet have been in the surgery, where they are told to request online... Breast screening referral (2 months after initial request), smear test due November (which the nurse who would most likely be doing, could not book, but directed them online), routine appointment in 3 months (usually booked at the end of previous appointment but again told to book via online 3 weeks before it is due).</p>	Peter House to note the issues with access to the practice
24/10/24	12	Bolton Hospital A & E	Patient has needed to use A & E at Royal Bolton Hospital approx 6 times in last 6 months. Always the care has been good eventually. "The wait has been tremendous	

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			for a sick person (my husband) and the number and personalities of the other members of the public can be horrendous. By far the worst area of health service".	
24/10/24	13	Bolton Council	Healthwatch Bolton raised a safeguarding issue with manager of Next Steps regarding a member of the public who shared information about being abused. Next Steps raised a safeguarding alert with Bolton Council Safeguarding.	
25/10/24	14	Bolton Hospital Urology	Patient asking for information regarding length of waiting times for a Urology appointment. Unhappy with the wait time.	
25/10/24	15	GP services	Patient has concerns relating to breasts and needed a breast scan. Had to wait over 6 months.	Although GP is not named, can breast scan wait times be looked into?
25/10/24	16	GP Unsworth Practice	Patient is unhappy with new triage system. Not happy as they are not technology savvy and are concerned that this is going to have a detrimental effect on patients who cannot use technology. Says the NHS app does not work and patient have to go via practice website.	Has the digital triage system improved for patients?
28/10/24	17	Renal Dialysis Unit – Bolton Hospital	Client called to complain about elderly father having to travel to Salford Royal Hospital for kidney dialysis because there are no slots available at Bolton Hospital. Client does not wish to make a formal complaint, but has asked if there is anything that can be done about this, as the travelling is taking it's toll on her father who is aged 81. Bolton Hospital provided information that they are doing some maintenance work which has reduced bed capacity in Bolton but should soon be resolved. The patient has subsequently passed away recently.	Can Bolton Hospital provide an update as to where things are up to with re-opening the renal beds?
29/10/24	18	GP Kildonan House	Client had difficulty getting medical records transferred from former GP. Records also omit results from hospital treatment. Also needs medical records to obtain a	



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			council house so is causing difficulties and delays with this also.	
29/10/24	19	NHS 111	<p>Client comment: "It's a good way of getting help and advice out of hours if you are not too poorly. We have accessed the service on several occasions in the last few months. I came away with 2 big issues:-</p> <p>1) as you progress through the system you need to tell the same story 3 or 4 times.</p> <p>2) twice my husband needed to go to A &amp; E and twice we were given a letter by GP or out of hours GP. When we got to the hospital this letter was no advantage to us even though we had been seen by a qualified medical practitioner we had to be seen by the hospital's medical practitioner."</p>	
31/10/24	20	BARDOC	Client comment: "Rang at 6.30pm and was triaged straight away. Given an appointment for 7.30pm at an out of hours centre. Seen almost straight away. Even told me which pharmacy was still open."	
11/11/24	21	GP - Swan Lane Medical Practice	<p>Client comment: "Tried to get an appointment for my 6 year old daughter to see the GP at my practice (Swan Lane medical centre). My other daughter had tonsillitis, and I felt the infection had passed onto her sister. I explained all this to the receptionist who was adamant that I was unable to bring my daughter into surgery</p> <p>I was informed due to a new system in place I would have to see a certain pharmacy at an allocated time and the decision would be made by the pharmacist as to whether my daughter needs to be then referred to a GP. This meant me going back and forth with a poorly child, the pharmacy was also dragging their feet in referring me to my GP, I finally insisted and managed to get an appointment. This new system and patient service was absolutely dreadful and difficult taking poorly children back and forth in the cold! My daughter also was diagnosed with tonsillitis."</p>	Swan Lane Practice to note

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6/11/24	22	Bolton Hospital Breast Unit	Patient comment "Great experience at Bolton Breast Unit, my appointment took a while however I received an excellent service during my treatment for breast cancer".	Breast Unit to note compliment
6/11/24	23	Bolton Hospital Urology/Respiratory	Patient comment: "Very good service received from Bolton Hospital for my husband from the Urology and respiratory department"	Urology and Respiratory medicine to note compliment
6/11/24	24	Creative Support	Client has concerns about child safety.	
7/11/24	25	Pharmacy - General	Patient is concerned that pharmacy are unable to obtain mental health medication.	
7/11/24	26	GP – Spring View Medical Centre	Patient is having difficulty obtaining medical records.	
8/11/24	27	General	The client has requested more information on the role of Physician Associates.	
9/11/24	28	Bolton Hospital	Patient comment: "Long wait to see a doctor. Over 14 hours in the waiting area after triage. Rushed into resus after collapse. Offered sandwich and hot drink. Lost my ECG. No explanations during the long wait except waiting for a bed. Staff very caring."	
13/11/24	29	Bolton Council - SEND	SEND echo review, all documentation lost by council staff from March 2024, turned up at wrong school so meeting ran late. Not prepared at all and just wanted to remove it without evidence, document or full review.	
13/11/24	30	Bolton Hospital	Client comment "I went to Bolton hospital today. I was there from 2am to 10pm they said I had a life threatening condition it took 3 attempts to put a canula in. I live alone they said I needed an op they also said that. They would do one thing then another I was exhausted. They wanted me to stay longer they also	

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			said that that it was a police matter if had a canula in another lie. They said the senior doctor authorised the permission to take my canula out that took 3 attempts by two previous clumsy nurses. I had one drip in I went in a taxi to get my overnight bag costing 11pounds each way. I was exhausted I have dyslexia complex post traumatic stress and autism I was lied to even the senior GP was baffled. The treatment and the way I was spoke to was down lies cruel and manipulative. Bolton Royal hospital should be ashamed of themselves."	
14/11/24	31	GP – Bolton Community Practice	Patient comment: "Call doctors re: severe pain in right wrist, messing up my sleep and restricting use. Got text message after 2 days. Appointment one week later!! Told to go to A&E or see chemist?? No wonder hospital A&E are full. Surely should be Drs. first, then if Dr. says Go to A&E. not other way round.	Bolton Community Practice to note comments
18/11/24	32	The Christie Hospital	Patient comment "Prostate Cancer, operation failed, given Hormone and Radiation therapy. Radiation burnt my bowel! Needed help due to constant diarrhea.... Only got to see a Macmillan Nurse who just apologised for the Oncologist....."	
19/11/24	33	GP Practice - General	Patient had gout in March (2023) and was prescribed medication. In October the patient had gout again and went to the GP for medication. The patient claims that the GP said they do not prescribe medication for gout and to take painkillers. Over the weekend the gout got worse and was affecting the patient's fingers. The patient went to GP again and saw another GP who prescribed medication.  The patient said the gout on fingers started to blister and they presented at A and E because the blister had popped. They were seen in the Urgent Treatment Centre and advised that the wound will heal. No	Possible unnecessary visit to A & E?

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			<p>medication was prescribed.</p> <p>The patient feels that if the first GP had prescribed medication in the first instance, the gout would not have got worse. The patient wants to raise a formal complaint about this.</p>	
27/11/24	33	GP – Swan Lane Medical Centre	Patient comment "I had arranged 2 phone call appointments on seperate occasions with Swan Lane medical centre both times I did not receive a call but was texted a feedback form to comment on".	
27/11/24	34	GP – Swan Lane Medical Centre	Patient comment "Swan Lane medical centre – can't get an appointment, when you ring you get told to call back next day at 8am not guaranteed to get an appointment. Never had an appointment same day".	
28/11/24	35	NHS Dentist	Patient needs access to dental hygienist.	
29/11/24	36	NWAS	Patient was in and out of consciousness - claims paramedics made insulting comments about the weight of the patient.	NWAS to note concerns
2/12/24	37	NHS Dentist/Oncology	Patient needs access to NHS dentist before starting chemotherapy.	<p>Healthwatch Bolton are still receiving requests for help with this issue.</p> <p>We understand a guidance document is available from NHS England – Oral Healthcare Provision for Cancer Pathways.</p> <p>What arrangements does the ICB have or will be putting in place to prioritise pre-treatment dental checks for cancer patients and how will this be communicated to the public?</p> <p>Is there an update on where things are up to regarding addressing this issue?</p>
2/12/24	38	General	Client feels there is a lack of groups/social activities for	

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			young adults with special needs and who use wheelchairs.	
4/12/24	39	GP - Bolton General Practice	Staff comment: "Staff don't take things seriously. I am a nurse and I work with mental health there was incident were I had a client needed to see the doctor but the reception just refers and told me to take her to A&E".	Possible unnecessary attendance at A & E?
4/12/24	40	GP – Bolton General Practice	Patient comment: "am 79 years old. I feel like doctor is ignoring me. I feel I am ignored due to my age. I am not happy."	Bolton General Practice to note
10/12/24	41	BARDOC	Patient comment: "We didn't know we had an out of hours GP service as an alternative to 111 We found their support during the night invaluable.	BARDOC to note compliment
17/12/24	42	Bolton Hospital – Bladder and Bowel Service	Client is unhappy that disabled wife cannot obtain specific incontinence product on prescription.	
18/12/24	43	Bolton Hospital/BUPA	Patient comment: "I am a 81 year OAP and I was admitted to SDEC at Royal Bolton Hospital by my Doctor Dr Parveen from Great Lever One in December. The care I received over the 2 days couldn't have been better by BUPA. I was looked after by a group of angels who are all working off their feet all with a smile on their faces . and then taken home by the Ambulance Service to my door by another group of dedicated professionals. I was extremely impressed by all of them who are keeping our NHS together. I thank all of them from the bottom of my heart".	SDEC/Bolton Hospital/BUPA to note compliment
18/12/24	44	Bolton Hospital – Car - Parking	Patient received a parking fine despite the machine telling her she owed nothing. Client advised to contact PALS and money was subsequently refunded.	Bolton Hospital to note some patients are still experiencing issues with the Parking Eye system. Not all patients are aware they can contact PALS to help with refunds.

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