

Intelligence Report

QTR 4 – 1st January – 31st March 2025

This report presents intelligence from the public, received by Healthwatch Bolton from 1st January to 31st March 2025. 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. We have also added positive feedback ,highlighted in green, and would be grateful if system leaders would share this with the relevant department leaders.

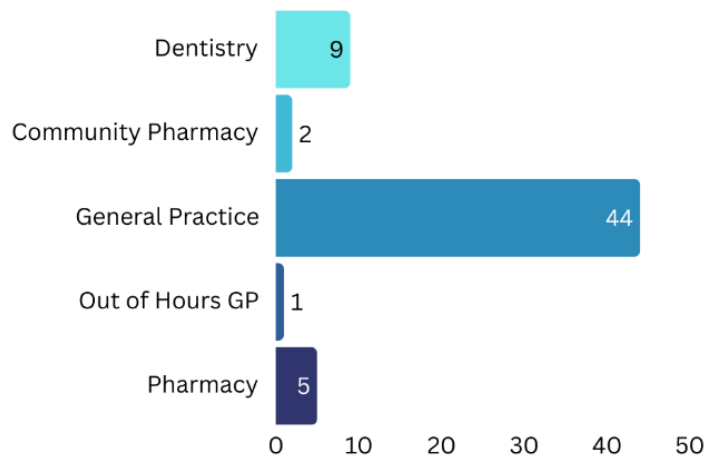
A lot of the intelligence we receive is anonymous, with the patient not wishing to share their identity/contact details with us. When this happens, we cannot follow up their concerns, but we believe it is important to include all this intelligence in our reports, so commissioners and service providers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

Please share any feedback with Julie Darbyshire: julie@healthwatchbolton.co.uk

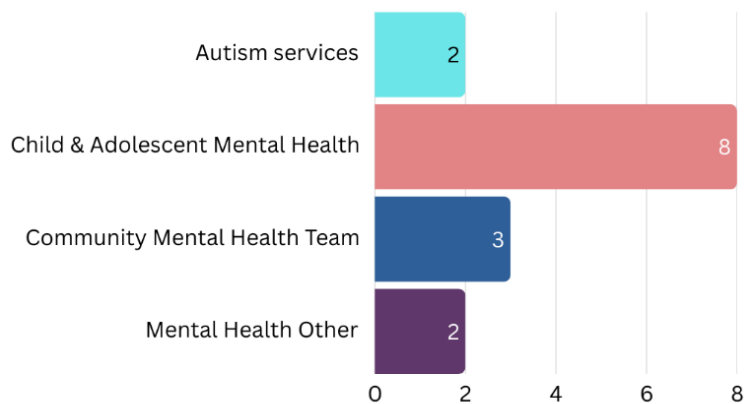
Thank you

Services

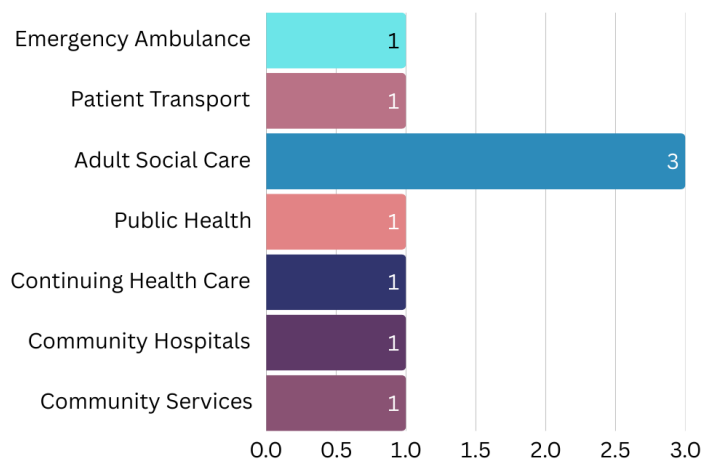
Primary Care - Total = 61



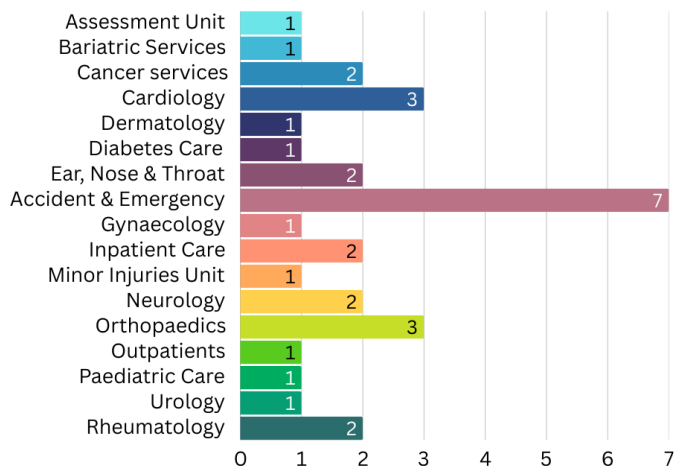
Mental Health Services - Total = 15



Other Services - Total = 8

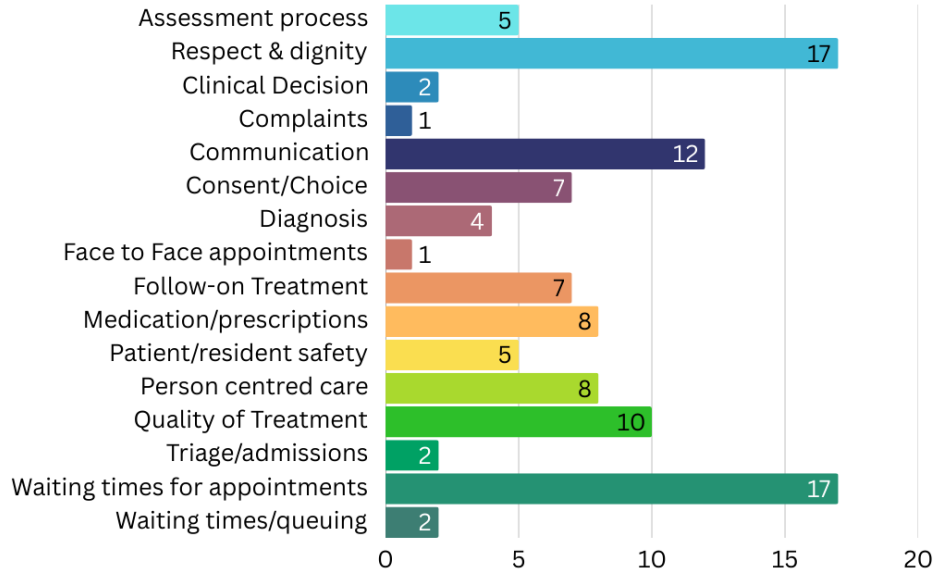


Hospital Services - Total = 32

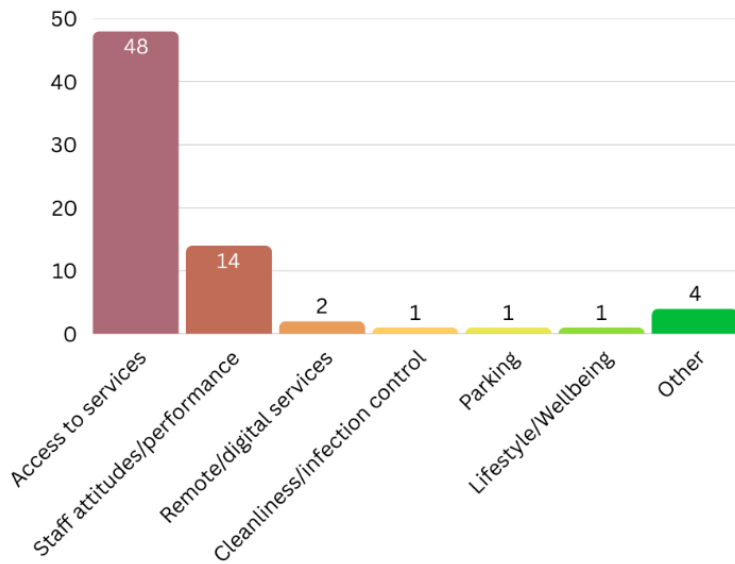


Themes

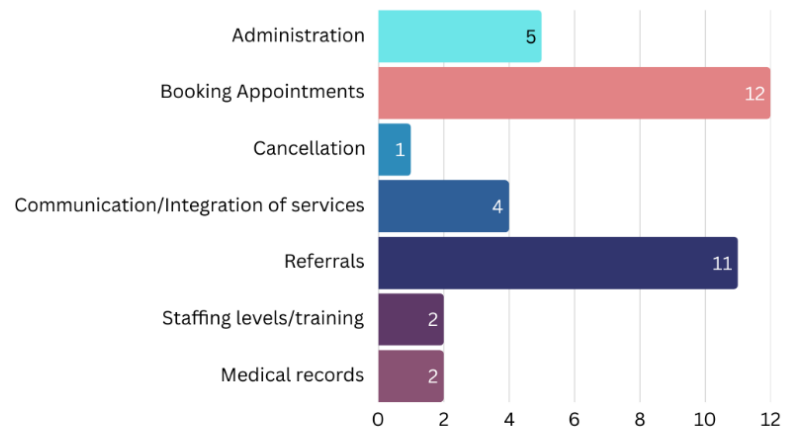
Treatment/Care - Total = 108



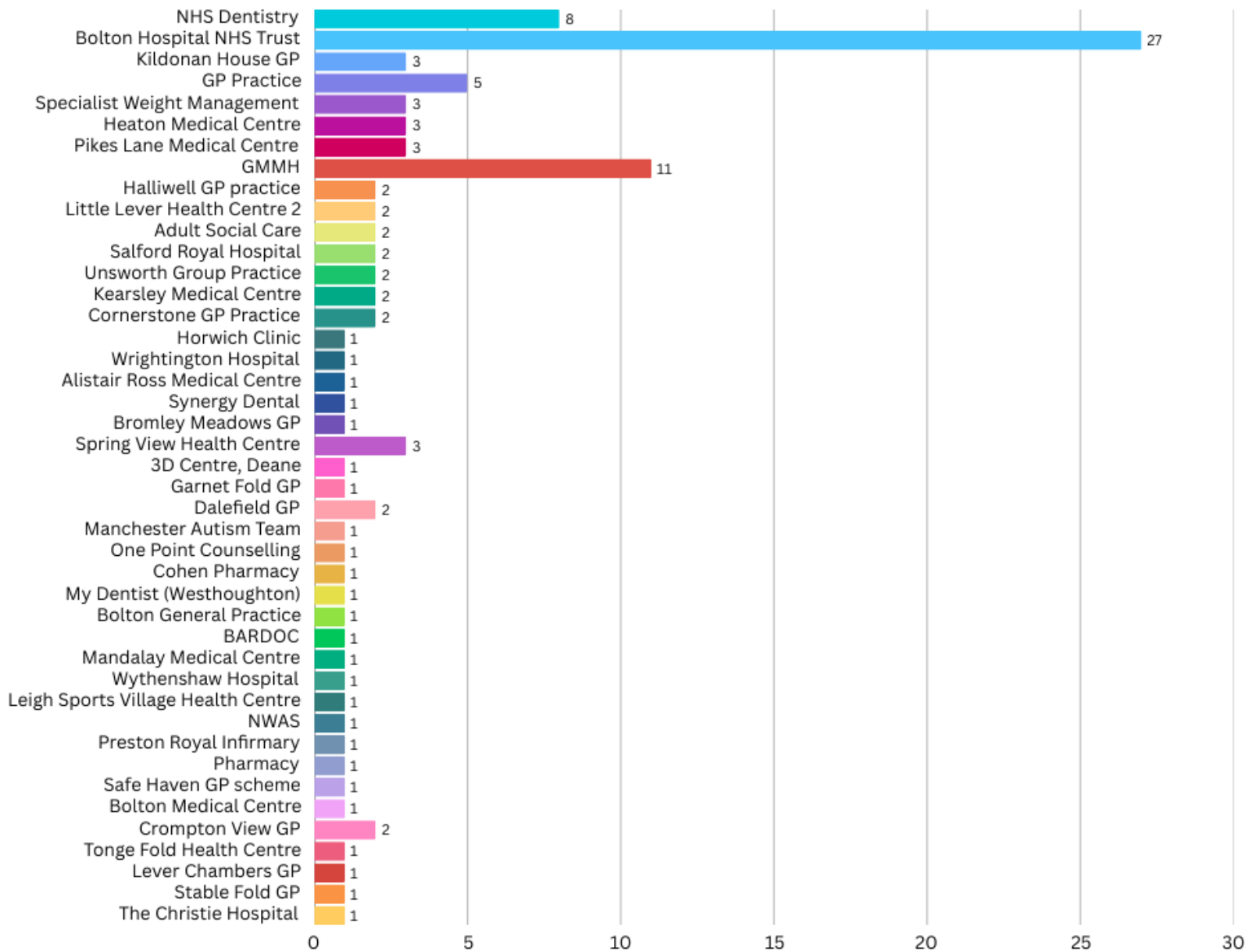
Miscellaneous - Total = 71



Administrative - Total = 37



Service providers – Total = 108



Comments/Feedback

Date	Record no.	Service Provider	Feedback Summary	Healthwatch Actions	Points for Organisations to Note/Take Action
2/1/25	IMP 393	Mental Health Services	Client is struggling to get mental health support in Bolton. Not even social services safeguarding or mental health advocacy will help.	Signposting information provided	
4/1/25	IMP 394	Kearsley Medical Centre GP	The client is frustrated with healthcare providers who fail to address complex, long-term health issues holistically. The client has multiple autoimmune diseases, including Crohn's and ME, and feels their symptoms are not fully recognised. Despite having concerning blood test results, their GP only treats individual issues without considering the bigger picture. The client feels unheard by health professionals and has found more effective care when going private. They mention a GP who listened but has since moved on.	Anonymous	NHS Bolton to note concerns with Kearsley Medical Centre
6/1/25	IMP 395	GMMH/CAMHS	Client's friend, who lives in Scotland is the grandmother of four children who live in Bolton. The youngest of the four children was referred to CAMHS by his school after he made a remark along the lines of "I don't want to be here anymore." The grandmother wants to speak in confidence with the clinician involved in her grandson's care because she is aware of other serious issues that may help in his treatment. However, grandmother wants to be able to raise the issues without the grandson's mother knowing she has shared information.	HWB sought Advice from NHS Bolton, case resolved	

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6/1/25	IMP 396	NWAS Patient Transport	Comment from client: "Patient transport to and from Withington Hospital. On some occasions they have been extremely last minute meaning I have missed long awaited appointments twice and barely made it before appointments cancelled. Regarding return, I had to wait as long as 5 hours to be picked up and be returned!! 2 hospital staff had to stay after shift so I wasn't in danger from seizures on my own and the whole hospital was closed. This left me in dire pain, no fluids and no food. Not Good!.	Anonymous	NWAS to note
6/1/25	IMP 397	NHS Dentistry	Client is looking for an NHS dentist	Signposting information shared with client	
6/1/25	IMP 398	Bolton Hospital – Cardiology Out-patients	Comment from client "I was told by the doctor that I would need a 6 week appointment after my cardio version. When the appointment came through it was for 6 months time".	Anonymous	Cardiology Dept to note and take any action
10/1/25	IMP 400	Medicines Optimisation/Pharmacy	Comment from client: "Currently experiencing difficulties obtaining my HRT medication (Estradot 100) due to manufacturing difficulties. I have been advised to contact my GP practice for an alternative which has happened previously, and I have been given a different brand that has proven difficult to use due to the physical size of the patch (they don't stay attached). I have read that you can report difficulties obtaining medication to a pharmacy and they will report this. Should they not be doing this anyway?	Anonymous	NHS Bolton to note
13/1/25	IMP 401	Bolton Hospital/Preston Royal Infirmary	Comment from client: "I was prescribed Tegretol (carbamazepine) in hospital in	Anonymous	NHS Bolton/Bolton Hospital to note

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			2021 after having a Status epilepticus event. I am also taking Lamotrigine and have been since being diagnosed with epilepsy. The hospital doctors didn't read about the interactions of Tegretol beforehand. I was in a long post ictal state and I struggled to use my phone to look it up. My GPs were happy to prescribe it as Tegretol was on my repeat prescription list. My neurologist at the time didn't look into my medications, or medication history. I have had a few more status epilepticus events while taking it, with my current "record" being 9 seizures in a row! It took my new neurologist, and a countrywide shortage, to find out the cause of so many seizures".		
16/1/25	IMP 403	Bolton Hospital	Comment from client: "Nothing went well. Doctor communicated nothing with me as next of kin and asked me to turn off my mother's monitor after telling me she was withdrawing treatment! Whilst my mum was fully aware of the situation. No person centred care! No compassion! No dignity! No nothing".	Anonymous	Bolton Hospital to note
17/1/25	IMP 404	Leigh Sports Village GP	Comment from client: "GP services offering phone appts and sending my prescription direct to pharmacy is incredible. Having my health dictated by prejudice against weight which has only increased as a result of my illness and was not the cause of it leaves me feeling angry, frustrated and exasperated."	Out of area - Anonymous – comment shared with Healthwatch Wigan & Leigh	

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21/1/25	IMP 405	GMMH – Bolton ADHD Service	Client needing advice on making a complaint about mental health services	Information, advice and signposting provided	
22/1/25	IMP 406	Heaton Medical Centre	Comment from client: "GP services. Awful twice in a week I needed a urine sample taken. The palaver to try to get this done being told to use a form online that I couldn't do without permission. Infection not gone after three days low dose and waiting o took a sample on again only be told o couldn't submit it without the form. There are four apps for my surgery. It's ridiculous but I could pay for a private Dr on one app"	Anonymous	NHS Bolton to note difficulties some people have using on-line forms at this GP practice
23/1/25	IMP 407	Bolton Hospital	Comment from client: "I am having to wait over 6 months for an appointment at Royal Bolton Hospital"	Anonymous	
26/1/25	IMP 408	NHS Dentistry	This client is seeking help or support, potentially in the form of affordable dental care options, financial assistance, or guidance on how to improve their dental situation. They are looking for a solution to their low confidence and discomfort due to missing teeth and dentures that do not fit well.	Advice sought and passed to client	
29/1/25	IMP 410	Bolton Hospital	Client comment: "I spent quite some time in Royal Bolton Hospital last year having been diagnosed with Crohn's disease. Every few days I was moved to a different ward in between the hours of 02.00am and 04.00am, which I found very distressing as it disturbed me and other patients on the wards I was on, and the ones I was transferred to. One night I was put on a men's ward for an hour with screens round me whilst they got a bed	Anonymous	Bolton Hospital to note

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			ready for me, I had already been in hospital for 3 weeks by then. When I finally got on the female ward I was told the bed had been empty since the afternoon of the day before so I have no idea why I went on the men's ward. The doctors kept contradicting themselves with my medication which I found very frustrating. The last time I was in hospital (the same one) was in November 24 for a stoma reversal. They didn't change my commode for 12 hours even though I asked 3 times as I was in a side ward and was commode dependent. I asked for a fan as the side room was very warm, and the one they brought me was thick with dust. It was so bad I took a photograph of it. Some of the nurses spent a lot of time chatting to each other and not seeing to the patients."		
30/1/25	IMP 411	GMMH	Client is asking for advice on clinical negligence	Information, advice and signposting provided	
31/1/25	IMP 413	BARDOC	Client requested information to make a formal complaint	Information provided	
5/2/25	IMP 420	NHS Dentistry	Request for availability of NHs dentist	Information provided	
31/5/25	IMP 415	Wythenshaw Hospital cardiology	Client comment: "After a heart attack in September 2024, I was referred to Wythenshaw Hospital for a CTC Angiogram and was told that there was a 10 week waiting list. That wasn't too bad as I had to recover. On this basis, an appointment was made for me with a Cardiologist in February 2025. After a few weeks of hearing nothing about the CTCA I phoned the imaging team at	Anonymous	Does Bolton Hospital make referrals to Wythenshaw Hospital cardiology and if so what is the acceptable waiting time?

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			Wythenshawe Hospital to be told that the waiting list is more like 6 months. I have just had a heart attack, surely my treatment should be more urgent than that?"		
1/2/25	IMP 416	GMMH – Community Mental Health Team	Client is asking for advice to make a formal complaint	Information, advice and signposting provided	
1/2/25	IMP 417	GMMH – Mental Health services	Client comment: "Mental health support [provided by] Bolton Community Health Team. Psychology/ therapy sessions are great. Psychiatry is awful. Out of touch, doesn't listen at all, unsafe"	Anonymous	
1/2/25	IMP 418	GP	Client is asking for advice to make a complaint about a GP	Information, advice and signposting provided	
4/2/25	IMP 419	Bolton Hospital - Colorectal	Client is asking for advice re: complaint about the colorectal clinic	Information, advice and signposting provided	
5/2/25	IMP 420	NHS Dentistry	Enquiry about availability of NHS dentist	Information, advice and signposting provided	
6/2/25	IMP 421	Specialist Weight Management	Comment from client: "Blamed for being over-weight for health problems without any weight management to offer high BMI people - need tier 3 help".	Anonymous	Can NHS Bolton provide an update on the Specialist Weight Management service plans for Bolton?
6/2/25	IMP 422	Mental health support	Client comment: "More mental health for Autism Spectrum Disorder teens needed. Mental health services for teenagers taking exams. School causes mental health problems forcing teens to panic over exams with no support for those who are Autistic"	Anonymous	GMMH to note

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6/2/25	IMP 423	Social Services/GMMH	Client comment: "My mother is a hoarder and finds it difficult to part with items even wrappers. More hoarding advice needed"	Anonymous	
6/2/25	IMP 424	Bolton Hospital	The patient's GP referred him to the 'Audio - one stop balance and dizziness clinic' last November but was then told the clinic does not exist	Further information obtained from Bolton Hospital and passed to client. Issue stems from clinical recruitment difficulties and long waiting list	
6/2/25	IMP 425	Adult Social Care	Adult social care information request. A carer was in need of help to look after a loved one	Information and signposting was provided. The carer was extremely appreciative to HWB of the help provided	
7/2/25	IMP 426	Little Lever 2 GP	Client was looking for assistance to make a formal complaint about a GP at Little Lever 2 Health Centre	Information and signposting provided	
7/2/25	IMP 427	Heaton Medical Centre GP	Client is struggling to obtain a timely and convenient appointment to see a GP. They have complained but are still having difficulties.	Client concerns have been escalated to GM Patient Services and NHSE complaints	
10/2/25	IMP	Lever Chambers GP	The client who is an 85-year-old disabled individual, underwent gynaecological treatment. After the procedure, they experienced significant pain. When trying to seek help, they encountered difficulties contacting the clinic (Lever Chambers), as calls went unanswered or only resulted in delayed responses. Despite their distress, the clinic showed little care and suggested the person either visit their GP or go to A&E. Finally, the client was able to reach their GP, who immediately removed a device causing the pain, providing relief. The person is now feeling much better but is frustrated and hurt by	No action as no further contact from client.	Lever Chambers GP/NHS Bolton to note

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10/2/25	IMP 429	Spring View Surgery/Christie Hospital	the lack of support and care from the clinic. Client comment: "Constantly finding poor communication between different trusts and GP. Our GP is not being kept informed of test results such as scans done by outside contractors, (to arrange two scans locally for husband we have had to go through a clearing number in Yorkshire), my OPA reviews from Christie's are not being reported back to GP. Several instances of no updates from other Trusts, and this is happening for both husband and self."	Anonymous	Can the issue of test results be looked into? Is there a problem with communication between GPs and the Christie Hospital?
10/2/25	IMP 430	Stable Fold GP	Client comment: "My mum's care, before she was diagnosed, had to seek alternative help with a private GP. Most worrying was the day my mum became seriously ill, the GP didn't ring back, then missed all the signs she was end of life."	Client has discussed this issue with practice manager to make them aware of the mistakes made.	
11/2/25	IMP 431	Kildonan House GP	Client says they cannot get mental health support as their medical records are inaccurate.	Anonymous	
11/2/25	IMP 432	Tonge Fold Health Centre	Client says they have to wait 2 weeks for a GP appointment	Client was provided with information and advice but no further contact has been made.	
12/2/25	IMP 433	Crompton View GP	Patient is a kidney transplant patient and feels harassed by her GP to attend diabetes and renal review sessions despite being under the care of a specialist team who monitor her. She is seen at the same hospital by the diabetes clinic so her care is linked. She feels being asked to attend the GP practice for the	The client has written to the GP to complain and is now seeing an alternative GP.	Should patients feel forced to attend diabetes reviews with their GP even if they are under the care of a specialist team? What is the protocol around this?

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			same care is duplication and a waste of everyone's time and resources. She feels she is being forced to attend the reviews in order to receive her medication.		
14/2/25	IMP 435	Bolton Hospital	Client comment: "My mum passed away in December and the level of care she received was not sufficient. My dad is seeking some sort of apology from the hospital or is considering legal action"	Information and signposting provided.	
17/2/25	Imp 436	Bolton General Practice GP	Client comment: "Appointment was early. I was there to get back on the ADHD medication referral list because I missed a consultation due to my ADHD and I was made to feel like a complete idiot for missing them, I was talked down to. This is not what I need as an individual with ADHD looking to get medication"	Anonymous	NHS Bolton to note
17/2/25	IMP 438	Salford Royal Hospital	The client and their daughter were directed to A&E after contacting 111. They experienced delays and poor communication, with a dismissive nurse and confusion about the correct waiting area. By 3 a.m., the daughter was in severe pain and distress. A helpful doctor and nurse eventually resolved the situation, leading them to the right GP waiting area. They were seen by the GP and left at 4 a.m. The experience was stressful and concerning, especially given the daughter's recent MRI and the risk of a serious condition like sepsis.	Details shared with Healthwatch Salford	
20/2/25	IMP 439	Bolton Hospital	This issue concerns Bolton Hospital sending a digital letter that confuses a referral for a specialist consultation with a "survey." The patient is concerned that	Anonymous	Can Bolton Hospital take note of this concern regarding this confusing

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			the Trust expects them to respond, potentially cancelling the referral if there is no response within 14 days. The patient questions why they, without medical expertise, are expected to override a doctor's clinical judgment. They believe the decision to cancel a referral should only be made by the referring medical professional after consulting with the patient, not as an administrative decision. The patient feels this process could be harmful to their health and believes the Trust is using it to reduce waiting lists.		communication?
20/2/25	IMP 440	Kildonan House GP	The client requested their late relative's medical records from Kildonan House and Bolton Hospital. While the hospital records were easily obtained, Kildonan House has consistently failed to respond to emails or return phone calls. Despite providing proof of identity and explaining the legal basis for the request, the practice has either ignored or poorly handled the request, showing ignorance of the rules governing the disclosure of records. After several months, Kildonan House sought advice from an Information Governance Officer, who confirmed the request was valid, but the practice then decided to consult the MDU. The individual has made a formal complaint to Kildonan House, but it remains unacknowledged. They are frustrated with the lack of progress and are considering legal action, though they would prefer to avoid it.	Advice offered but no further contact from client. This enquiry has been shared with NHS Bolton (K Oddi)	
20/2/25	IMP 441	Bolton Medical Centre	The individual's sister has been unwell for the past few days and was unable to get	Advice offered but no further contact from client	NHS Bolton to note

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			a GP appointment. The receptionist at the GP practice told her that she didn't need to see a doctor and suggested contacting the pharmacist, even though the sister had already seen the pharmacist the previous day. This caused significant distress, as the sister is worried about her health and is unsure who to turn to for help.		
20/2/25	IMP 442	Safe Haven GP Scheme	Client was looking for mental health support. There has been confusion regarding the zero tolerance scheme.	Issue escalated to NHS Bolton. Issue is ongoing	
21/2/25	IMP 443	Bolton Hospital	The client is frustrated with the mismanagement of their 95-year-old relative's treatment at Bolton Hospital. The father-in-law, who has severe mobility issues and mild dementia, was referred by his nursing home GP to a dermatologist for a growth on his ear. Although the appointment was quickly scheduled, subsequent visits have been plagued by issues such as confusion with the ambulance service, missing medical records, and staff not being informed of his mobility issues, which led to him not being admitted. He was sent back untreated to his nursing home. Additionally, the person received a parking fine for waiting too long in a drop-off zone while awaiting resolution of the bed issue. A new surgical appointment was scheduled, and after some follow-up, the hospital assured the person that they would consult with the relevant staff and call back with a care plan. The individual is seeking advice on how to file a complaint to improve the situation for	Information, advice and signposting offered to client	NHS Bolton to note

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			future patients, as the entire process has caused unnecessary stress, inconvenience, and extended discomfort for their father-in-law.		
21/2/25	IMP 443	Bolton Hospital A & E	Client comment: "Triaged quickly as NHS 111 had already rung through. Took bloods and ECG then lost the ECG. Long wait in the waiting room to see a doctor then an even longer wait for a bed. Waited over 14 Hours. Only got admitted into resus after nearly passing out in the waiting area. Overnight stay in resus on a trolley until a bed was made available in a cubicle. Eventually admitted to CCU. Could not fault the staff at all. "	Anonymous	
24/2/25	IMP 446	Crompton Health Centre	The client had seen their doctor repeatedly at their local practice, but after their doctor retired, the new doctors were unfamiliar with their medical history. They were told that their pain was partly due to anxiety and that it was related to being unable to walk. Frustrated with the lack of attention, the client paid privately for a consultation, where they were properly listened to. It was discovered that they had severe swelling and fluid buildup in their knees and legs, leading to new treatment and home care. The individual feels the doctors at their practice made assumptions based on their existing condition, rather than properly investigating the issue, and believes that just because they have a past condition, it doesn't mean that's the cause every time.	Anonymous	NHS Bolton to note
24/2/25	IMP	Dalefield GP	Client says it is very difficult to get an	Anonymous	

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	447		appointment with a GP		
24/2/25	IMP 448	NHS Dentistry	Client is looking for an NHS dentist	Information and advice provided	
24/2/25	IMP 449	NHS Dentistry	Client is looking for an NHS dentist	Information and advice provided	
24/2/25	IMP 451	Bolton Hospital/GP	Client comment: "Firstly GP practice forgot to do a cancer referral. 10 days delay. Then appointments at hospital were very chaotic"	Anonymous	
25/2/25	IMP 452	Cornerstone Surgery GP	Client comment: "Always get great service from GP surgery. Reception staff are helpful and approachable. It's a team of doctors - they are all different in their approach to care, but they are all caring and helpful. They run a very good appointment system. We consider ourselves lucky to be part of their patient group."	Anonymous	
25/2/25	IMP 453	Cornerstone Surgery GP	The client was repeatedly encouraged by their doctor to sign up for a Weight Management service, which they eventually did, thinking it was necessary. However, after signing up, they never received an appointment. Despite leaving multiple voicemail messages over six weeks, they received no response. Two years later, they received a letter stating they were "too fat" to be considered for the program, as their BMI of 41 was above the threshold, with help only available if their BMI were below 37. The individual feels frustrated, especially since they were initially pushed into signing up,	Anonymous	Update on SWMS required

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			and now feel that the system is removing help for those who need it most.		
25/2/25	IMP 454	Bolton Hospital A & E/Urgent Treatment Centre	Client comment: "My husband was assessed at reception and sent to urgent care centre. Wait only 5 hours. My husband has been very poorly the last 12 months and we have spent many hours in A & E. There must be a better system and maybe urgent care is part of it"	Anonymous	
25/2/25	IMP 455	Horwich Clinic Treatment Room	Client experienced good care	Anonymous	
25/2/25	IMP 457	Bolton Hospital Minor Injuries	Client comment: "Communication to waiting patients could be better. Only one doctor on same day emergency care Nurse not pleasant in manner"	Anonymous	Bolton Hospital to note
26/2/25	IMP 459	Dr Subramanian GP – Little Lever 2	The client is very dissatisfied with the treatment from Dr. Subramanian at their GP practice. The GP insists that the client's husband has high cholesterol and has prescribed medication for it, despite the nurse at the practice stating that the test results show otherwise. The GP has not seen the patient, and the nurse claims that the GP does not read test results but simply files them. The pharmacy also raised concerns about the prescription and was reluctant to dispense it. Additionally, the client's wife has complained about the GP's dismissive attitude toward her diagnoses of cancer and fibromyalgia, with the GP insisting she does not have cancer, despite her undergoing treatment for it. As a result, the client is in the process of changing	Escalated to NHS Bolton – reply received from K Oddy to say this practice is being monitored	

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			GP.		
26/2/25	IMP 460	Specialist Weight Management	Client comment: "GP will not help with weight loss if you are tier 3. There is no help in Bolton"	Anonymous	Update on SWMS required
26/2/25	IMP 461	Synergy Dental Practice	Client comment: "I was treated promptly and pleasantly. My new dentures do not fit properly and cause pain in my gums."	Anonymous	
26/2/25	IMP 462	Alastair Ross GP/NHS Dentistry	Client comment: "Waiting for appointments at the dentist and doctors can be too long. An increase in NHS dentists would be helpful."	Anonymous	
26/2/25	IMP 463	Various NHS services	The client shares multiple frustrating experiences with the NHS, particularly with referrals and treatment delays: 1. After being assessed by a GP for an ear infection, the GP sent the client for an emergency ENT referral via A&E. After waiting over 4 hours, they were assessed by a trainee GP and told to go back to the GP for another referral. 2. For sleep apnoea, the client struggled to get a referral, as local hospitals wouldn't accept them due to being out of area. The only option was North Manchester General, a 40-mile round trip, and they were told they'd have to wait over a month for an urgent blood gas appointment that should have been sooner. 3. For their type 1 diabetes, the client is under Salford (out of area) and	Anonymous	All services to note

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			has had a positive experience with the team, who are helpful and responsive. 4. The client's mother has been waiting for a knee replacement surgery for two years, with an assurance from the orthopaedic doctor that it would happen by Christmas 2024, but the surgery has still not occurred. 5. Their daughter suffered repeated tonsillitis, with most GPs dismissing her condition until the ENT consultant immediately identified the need for surgery. Despite a long waiting list, surgery is scheduled after 43 weeks. 6. There have been ongoing issues with medication shortages, requiring the individual to visit multiple pharmacies to find stock. These experiences highlight significant delays, poor communication, and difficulties in accessing timely care.		
26/2/25	IMP 464	Bolton Hospital - Rheumatology	Client comment: "A 10 month wait for a first referral to a rheumatologist is pretty poor!"	Anonymous	
20/2/25	IMP 465	GP Practice - Atherton	The patient requires palette blood tests for Hematology. He has this done, weekly, at Bolton Hospital. However, his GP practice requires another blood test, and the patient has to go to Wigan, Wrightington and Leigh Hospital for this. The patient also stated that his GP practice does not do blood tests. The patient (who lives in Atherton) stated that he lives closer to Bolton Hospital than	Signposted to Healthwatch Wigan and Leigh	

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			Wigan Hospital and questions/wants to know why he can't have all his blood tests done at the same time at Bolton Hospital		
27/2/25	IMP 466	NHS Dentistry	Client comment: "There is now virtually NO NHS dentistry service. As someone with a chronic health issue, and being unable to work, I get "dental treatment" free. However, it is like being a peasant in mediaeval times! I do get tooth and gum issues with my health conditions, and quite literally, all I am entitled to is a "patch up job", sometimes not even a proper filling, just something slapped on over any damage. And the alternative is an extraction! This cannot be allowed to go on. There are people pulling out their own teeth because they cannot get access to an NHS dentist. We are supposed to be an advanced and civilised country ... but in reality, only the wealthy can afford to look after their teeth My Dentist, Westhoughton. They are great and do what they can, but their hands are tied by lack of funding."	Anonymous	
28/2/25	IMP 467	Bolton Hospital A & E	Client comment: "Waiting time at A & E is unacceptable"	Anonymous	
1/3/25	IMP 469	Cohen Pharmacy	Client comment: "I now have 5 months' supply of my daily Omeprazole medication, despite having only requested it once in that time. I have personally ordered my routine medications including other items as well, at my local pharmacist , and I know that they have passed this order on to my GP	Anonymous	NHS Bolton note

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			to be prescribed , returned to pharmacy, and dispensed at another centre then returned to our local pharmacy for me to collect. When I opened my bag outside in my car, and discovered the Omeprazole once again, and tried to return it to the chemist I was told they had to throw it away as it had left their premises. I therefore kept it rather than it be wasted."		
2/3/25	IMP 470	Bolton Hospital A & E	Client comment: "As a retired nurse I had first phoned my GP and was unable to get an appointment. I had then called 111 who after three failed attempts to get through called me back, carried out an assessment and advised me to go to the emergency clinic at the hospital. I was advised to report to A & E and say I had been referred and assessed by 111. I did as instructed. To cut a very long story short after several hours I was advised to go home and make an appointment to see my GP as I had a cardiology issue and there was nothing they could do. I was seen by a junior doctor who had to leave me three times to consult with her line manager as she didn't know what to do. I was sent home frightened and unsupported and ill. The whole experience was disgraceful. A distinct lack of care, compassion and understanding. I have been told I will be waiting at least 10 months for a cardiology appointment."	Anonymous	Bolton hospital to note
4/3/25	IMP 471	GMMH - CAMHS	Client comment: "My daughter could not get help with an autism diagnosis	Anonymous	

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			because she was 17 years - CAMHS don't start till 18 years old."		
4/3/25	IMP 472	Halliwell GP Surgery	Client comment: "The Halliwell surgery so far so good satisfactory service never use emergency or hospital services, but small issue we all are having. I took my daughter to the surgery when she was not well and suffering from coughing, headache high temperature the doctor diagnosed her was given no medicine was sick for 2 weeks and unable to go to school. It is frustrating suffer for 2 weeks and not getting any medicine. Can't go to school also".	Anonymous	
4/3/25	IMP 473	Dr Mirza & Partners GP	Client comment: I went to my GP practice appointment for an appointment to have a breast examination I specifically requested a female GP.& accidentally got the time mixed up with another appointment and missed my allocated time, (my sons had been poorly and I had been busy caring for them) the receptionist on the front desk was very understanding however another receptionist sitting behind was quite blunt and would not allow me to see the GP I was only offered a telephone call. I tried to explain that I need an examination without going into too much detail as there was a queue and I did not want to share my own personal sensitive information to other people waiting. The receptionist sitting at the back said I could not see the GP and it would only be offered a phone appointment I went away with a telephone appointment.	Anonymous	NHS Bolton to note

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			The GP called me back and I explained the situation, the GP was very kind and understanding and explained that she would have seen me despite me being late if she had known and that the receptionist should have let her know that I was there. The GP said that she would raise this with the member of staff. This particular GP was very kind to me and helpful however some of the reception staff can be very unempathetic".		
3/3/25	IMP 474	Christie Hospital Spring View Medical Centre	Client comment: "My GP is totally uninformed about my ongoing care from Christie's Hospital. No results are shared at all. My treatment at Christes 3 years ago was super, with timely surgery and subsequent Chemotherapy given. They still check me every 3 months by phone and two more face to face reviews , now moving on to 4 1/2 months , and I have had at least 6 subsequent scans checking progress. My GP has not had a letter since Feb 2024 that I know of."	Anonymous	Christie Hospital – possible communication issues with GPs
3/3/25	IMP 475	Halliwell Surgery GP Bolton Hospital	Client shared brief feedback at a community event, Grandad had recently passed away he suffered from cancer. Client said that she was unhappy with the GP practice involved in his care. (a specific GP). Client informed me that grandad was in hospital and got discharged without any ongoing support or plans in plans and wasn't aware of what could have been	Anonymous	Bolton Hospital to note

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			available to him or the family as grandad lived alone. Client's mum was poorly and couldn't visit as much.		
4/3/25	IMP 476	GMMH – Barnett House	Client comment: "Barnett House good helps a lot with tablets Went to A&E about 3 months ago had to wait 3.5 hours for some antibiotics only one doctor on. Doctors receptionist not always helpful and bit abrupt which can be upsetting"	Anonymous	
5/3/25	477	Bolton Hospital – Paediatrics referring to Gastroenterology - Manchester	Client comment: "Urgent referral from one consultant to another cancelled without informing anyone. Now back on list, very poor experience"	Anonymous	
5/3/25	IMP 478	Bolton Hospital - Cardiology	Client comment: "I was referred to cardiology in September 2024. I was told if I hadn't heard anything my November 2024 I was to phone appointments. I did this to be told I would be waiting at least 10 months! I don't feel confident that I will be contacted and so I have put it in my diary to chase it up."	Anonymous	
5/3/25	IMP 479	Bolton Hospital - Rheumatology	Client comment: "No information given after GP I'm currently waiting for my referral to Rheumatology to be assessed. Too many admin"	Anonymous	
5/3/25	IMP 480	1Point	Very poor service	Anonymous	
10/3/25	IMP 481	NHS Bolton - Continuing Health Care	Client called wanting to raise the issue of carer support when the cared for person dies and was in support of continuing	Client contacted HWB to raise awareness of this issue with commissioners	NHS Bolton/ICB to note support lacking for bereaved carers when

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			health care (CHC). The client was an advocate of the deceased. He says that CHC contacts do not respond to requests for assistance to help the carers. The carers have looked after the deceased for 18 years and are now distraught with grief, but cannot find any support from CHC etc. The client has already raised the matter themselves but wanted HWB to be aware of how carers are being treated Has personal health budget and direct payments from the Council. He died 3 weeks ago - been unable to get any help for the bereaved carers. Nothing on the website Ansaphone for CHC – won't speak and will only emails and signpost to the broker who makes the payments and they don't respond either. They also said needs to contact the insurer and the insurer said speak to the lawyers. Carers originally worked for Bolton Hospital Client just wanted to make us aware and is going to escalate to the ICB to say they need to support carers. When the person dies nothing happens and the parents and carers are left with no information - have to sort out redundancies to pay etc. Bolton Council have been fine but it is the CHC that is at fault. He wrote to the CHC; 2 weeks ago but heard nothing back. Also had other carers contacting him, from families where a child has died who are left bereaved and bewildered.		recipient of CHC dies and the CHC payments end. Can NHS Bolton take action to address this?

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14/3/25	IMP 482	Kildonan House GP	The Patient's representative contacted HWB about the NHS 'mistreating' his relative. Patient prescribed medication for angina but GP now says patient does not have angina and the meds he has been on could have made him pre-diabetic to which he is. Also concerned about physical impact on him – he has painful joints and a cyst on the knee, The GP has also failed to provide an interpreter and to provide timely referrals to specialists including mental health support. He also needs to see the outcome of tests he has had which have not been shared with him, to check for the presence of a brain tumour. He also needs advice on welfare benefits.	HWB escalated this case to GM patient services	NHS Bolton to note issues with Kildonan House
18/3/25	Imp 483	Primary care Accident and Emergency	Client comment: "I think my concerns about health and care services in Bolton. That too many people struggling to access the care they need include GP and A&E. My husband has kidney disease stage 4 + one kidney already damaged but still he needs to wait too long when he is very ill. However, he is still working full-time. I would like to see changes in the department of A & E because the waiting time is too long. And kids department especially when they are sick. Soon as possible we would like to get appointments.	Anonymous	
20/3/25	IMP 484	Smiles Better Dentist	Client comment: "Dentist - Smiles Better Whitefield Manchester. Misled me, false advertising. My story is too long to tell. I've	Anonymous	

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			been ripped off. Misled by false advertising."		
20/3/25	IMP 485	Garnet Fold GP Practice Bolton Hospital Christie Hospital	Client comment: "Have very high regard for my local GP practice. High degree of satisfaction regarding care from receptionists and nurses and doctors. excellent care from Royal Bolton Hospital and Christies hospital."	Anonymous	
27/3/25	IMP 486	3D Centre – Deane Rd	Client comment: "It is really hard to get appointment with GP. Even if we ring at 8.15 am in morning then they said all appointments are booked. So I usually use out of hours service and I found that it's quite good. (3D Medical)"	Anonymous	
27/3/25	IMP 488	Dalefield GP surgery	Client comment: "Actually be prescribed medication that will help my pain, re scan my back currently be given pain medication dosed based on Scan of slipped disc from 8 years ago and be prescribed medication to help with crippling panic attacks while I'm in therapy so the therapy will have a chance of actually working"	Anonymous	
27/3/25	IMP 489	Dr Mirza and Partners GP	Client comment "I have had 5 recent severe infections due to tonsillitis - each episode makes me feel very unwell with all the symptoms and I end up with a bad cough. The GP just gives me antibiotics and steroids. I have started a new job and it's having an impact on my attendance record. I have 2 children aged 6 and 3 and my wife is pregnant they are all dependent on me as my wife's been poorly with the pregnancy. I am struggling at the moment as every	Anonymous	Can NHS Bolton give any advice to resolve this?

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			few weeks I keep feeling well. When I call my GP surgery I am often given an Associate Practitioner appointment can't get to see a GP which I feel is necessary in this instance. Waiting for 7 episodes of tonsillitis is extreme, each episode is debilitating"		
27/3/25	IMP 490	Bolton Hospital A & E	Client comment: "Hospital waiting times - we was at the hospital - my daughter was suffering from ovary torsion pain we brought her in and they made us wait over 7 hours or more doctors just kept coming in and out not much emergency as we was going into the nighttime my daughter was I. Severe pain and they didn't call us in for hours absolutely disgusting behaviour and very poor service I would like to make a complaint about the A & E department where we were sat for hours was not pleased with the way they handled us	Information and signposting advice given	Bolton Hospital to note
27/3/25	IMP 492	GP Practice	Client comment: "I received a text asking me to go for a blood test. I contacted my surgery and told them I could only do Fridays as I work as a carer and need to give 4 weeks notice to take time off if it's not an illness or emergency. The receptionist informed me there were no appointments available. I have 3 days of medication left and they have declined my repeat prescription until my bloods have been done. She was unconcerned and told me until they have been done I can't have my medication. How am I supposed to get medication if I can't get an appointment. The whole system is	Information and signposting advice given. Issue resolved	NHS Bolton to note

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			broken"		
27/3/25	IMP 491	Manchester Autism Team	Client comment: "Waiting times for Adult Autism/ADHD assessment is ridiculous. Waited 2 years for ADHD who won't carry on until seen by autism team. Been waiting 2 years, been told at least same again."	Anonymous	

Responses from Providers and Commissioners

Thank you for your continued feedback through the Intelligence Reports. We greatly value the insights shared, which play a key role in shaping and improving the care we provide.

All feedback is reviewed through our established processes, including PALS and Complaints, and is regularly discussed at the Quality Patient Experience Forum. We are committed to acting on the themes raised and ensuring that learning is shared and service improvements are made where needed.

We also recognise the importance of acknowledging anonymous feedback and are exploring ways to provide a meaningful response in these cases.

Please be assured that all feedback is taken seriously and used to inform the design and delivery of services, ensuring they meet the needs of our patients.

Thanks

Rebecca

Rebecca Bradley

Deputy Chief Nure

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