

# Intelligence Report

QTR 4 Jan - Mar 2024

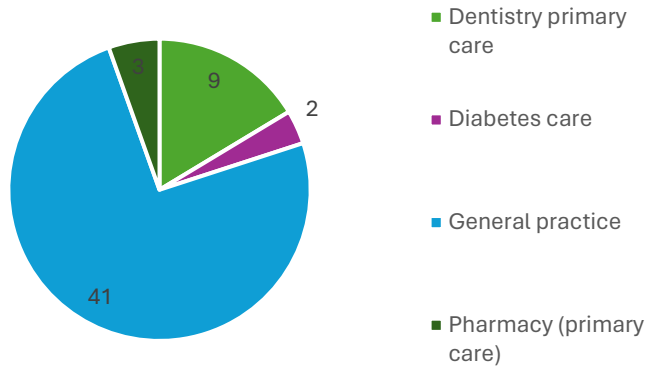
This report presents intelligence from the public, received by Healthwatch Bolton from 1<sup>st</sup> January 2024 to 31<sup>st</sup> March 2024. Intelligence is received from our Information, Advice and Guidance (IAG) enquiries, Community Engagement activities, from our website via our 'Have Your Say' webform, and from comments on social media direct to us.

A lot of the intelligence we receive is anonymous, with the client not wishing to share their identity/contact details with us. When this happens, we cannot follow up their concerns, but 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. In this report, some of the intelligence is marked as a red flag or possible red flag, as we wish to bring these to your attention, so you may act on them if possible. We appreciate the difficulties this may pose on your ability to do further investigations, because of the anonymity of the feedback.

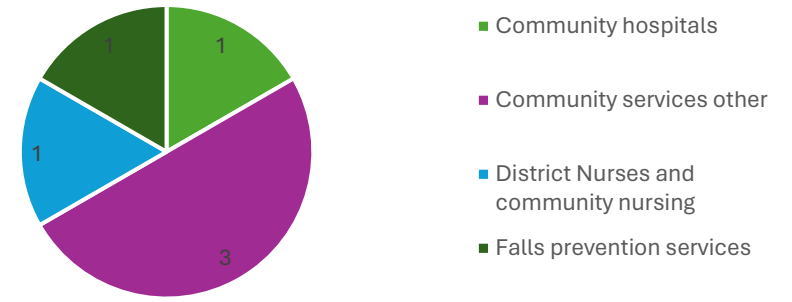
We welcome any feedback you would like to provide us with.

## Services

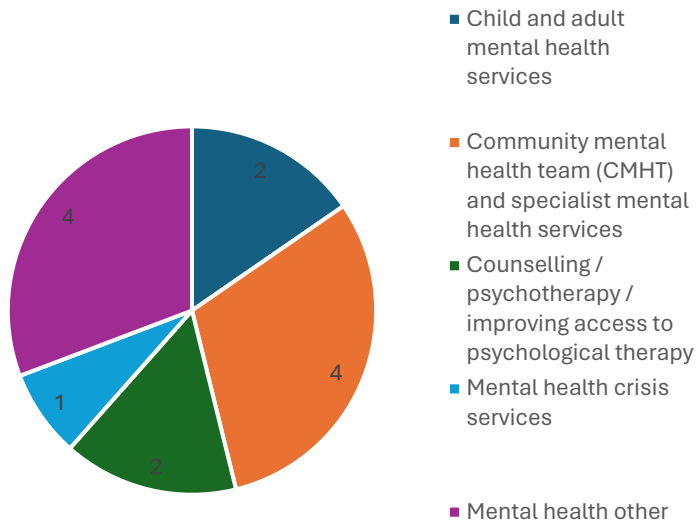
### Primary Care Services



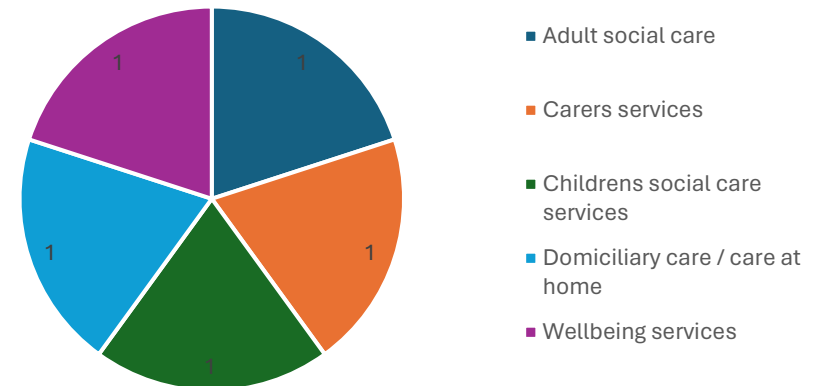
### Community Health Services



### Mental Health & Learning Disabilities

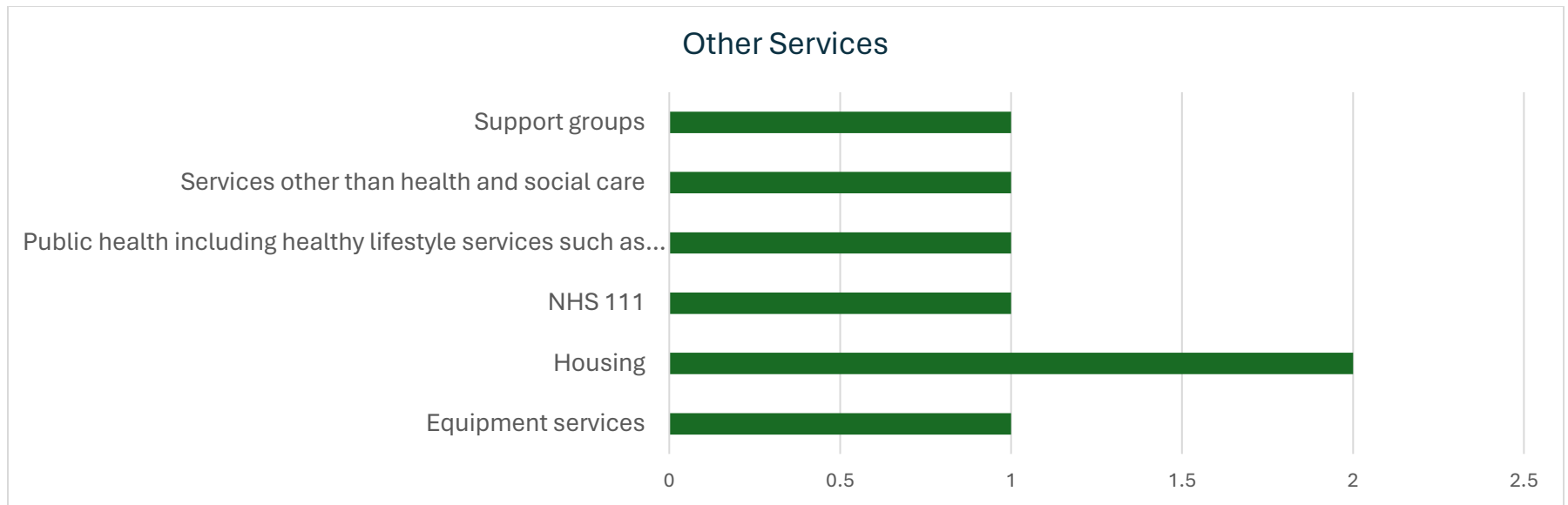


### Social Care Services



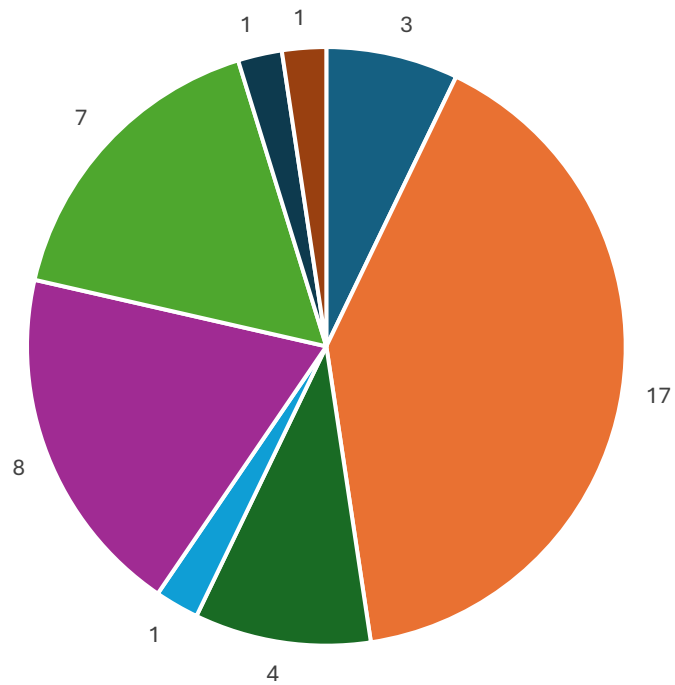
## Hospital Services





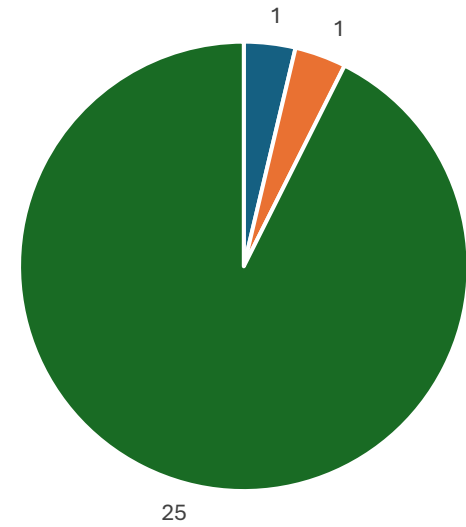
## Themes

Administrative



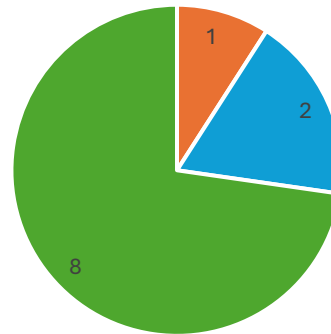
- Administration (letters records / results)
- Booking appointments
- Cancellation
- Cost and funding of services
- Integration of services and communication between professionals
- Referrals
- Staffing - levels and training
- Written information, guidance and publicity

Behaviours



- Patient behaviour
- Privacy and confidentiality
- Staff attitudes and performance

## Miscellaneous

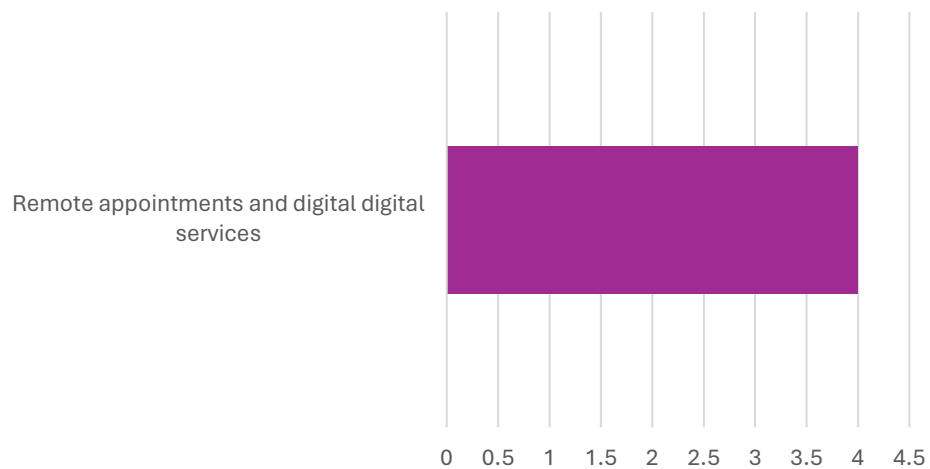


■ Food, nutrition and catering

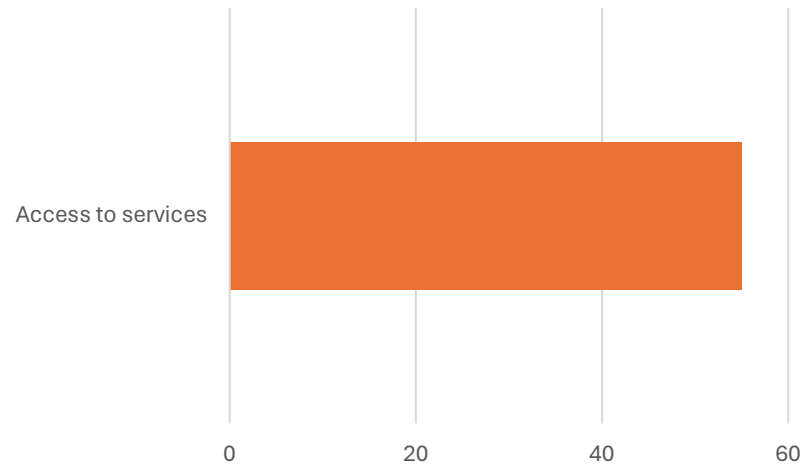
■ Lifestyle and wellbeing, wider determinants of health

■ Other

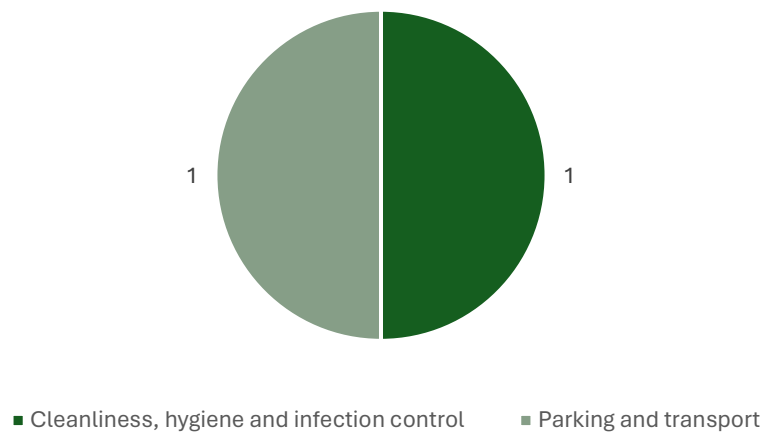
### Digital Access



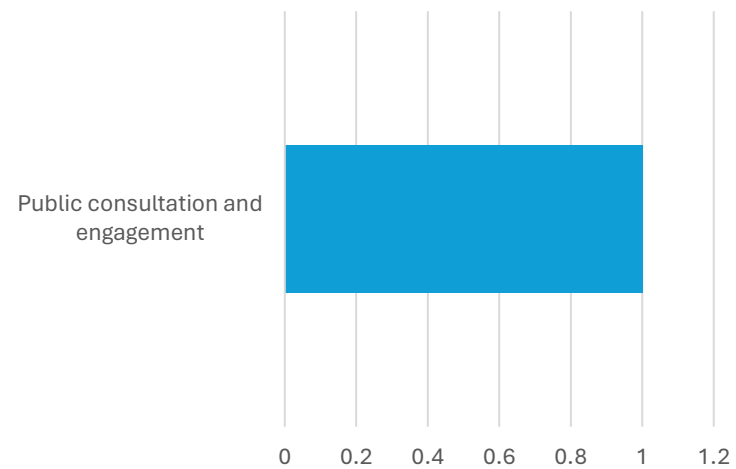
### Access



### Environment

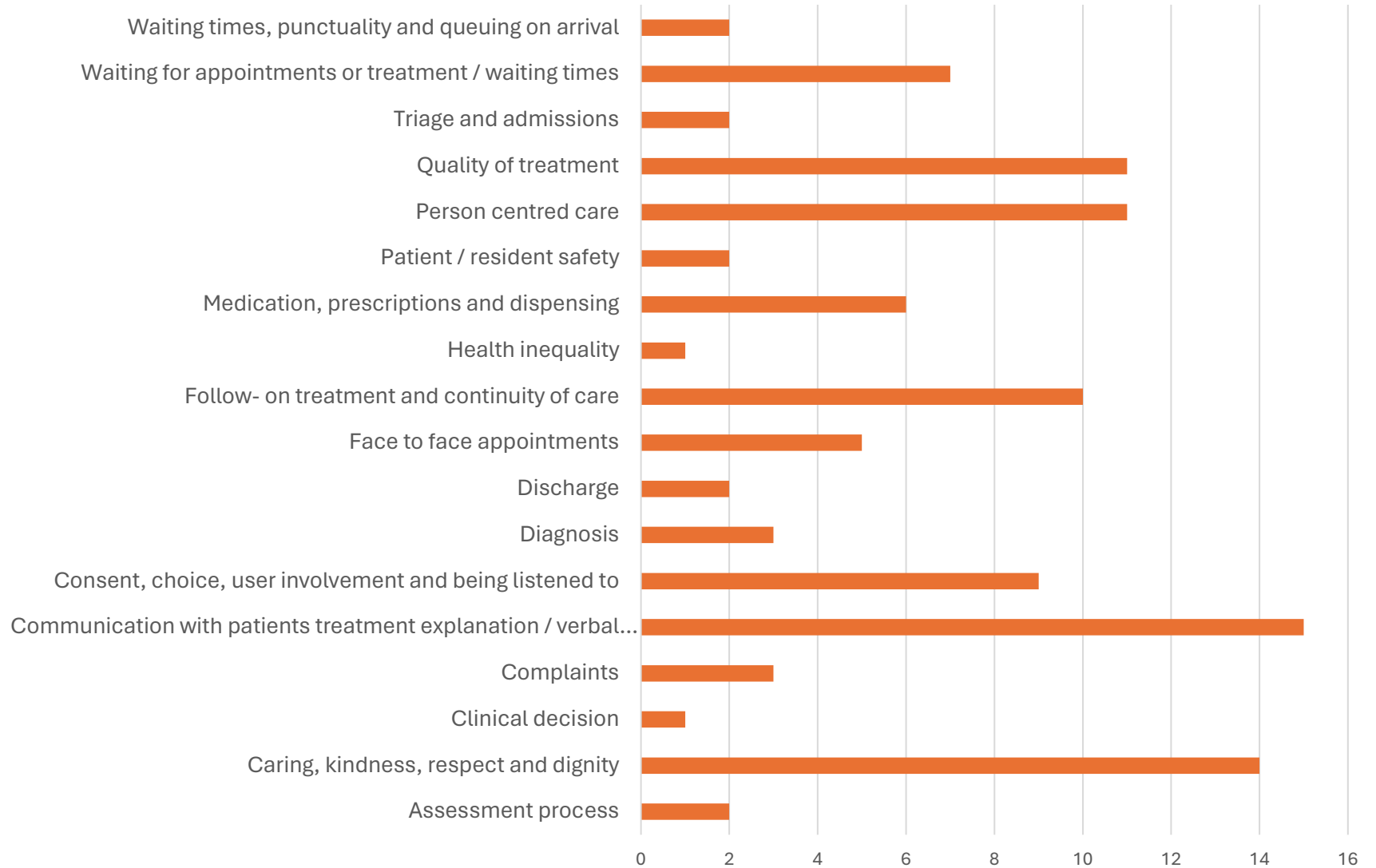


### Public Health





## Treatment & Care



Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
<b>GP practice (general)</b>	Specialist Treatment	Client	Information request regarding any GPs in Bolton who may specialise in transgender patients	No
<b>Alistair Ross GP</b>	Access	Anon	Staff are polite and helpful. Telephone appointments seem more often	
<b>Bolton Local Authority – Independent Living Team</b>	Services	Client	Delay in getting equipment from the Independent Living Team.	No
<b>Bolton Local Authority – Home Care</b>	Finance	Client	Information request about the cap on social care fees, paying for private home care feeds	No
<b>Bolton Local Authority – Adult Safeguarding</b>	Adult Safeguarding	Anon	Support needed for vulnerable adult. No apparent follow-up re: safeguarding.	Yes
<b>Bolton Community Practice/Well chemist</b>	Service	Client	Mix up of communications with practice and chemist resulting in client not having diabetes medication	Possible

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
<b>Bolton Continence Advisory Service</b>	Service	Client	Carer is having difficulty acquiring special overnight pads for spouse living with dementia.	Possible
<b>Bolton One GP</b>	Treatment	Anon	Patient claims to have been mocked by a clinician due to language barriers	Yes
<b>Drs Uddin &amp; Jesusdas – eye unit</b>	Treatment	Client	Client has eye problem and told they will need to wait 60 weeks	yes
<b>Garnet Fold GP</b>	Treatment	Client	<p>Patient received a message via the NHS App stating that they will receive a new glucose monitoring machine. The message stated that the patient must respond in seven days. The patient claims the App did not allow them to respond.</p> <p>The patient asked Garnet Fold GP Practice to log their request. They want to know is it compulsory to accept to the glucose monitoring machine or can they keep the current machine, or will they have to pay for a new one?</p>	No

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
Great Lever One GP	Treatment	Anon	<p>I was having chest pain, high blood pressure and swollen ankles during menopause. Was quite concerned to rule out anything serious. Could not see the GP until I had seen 3 other people at the surgery over a month. Each one said I needed to see the GP but reception wouldn't allow me to book. Reception tried to rebook me to see someone I'd seen earlier in the chain. Mystery rules seem to apply to the repeat prescription process and new rules apply each time I enquired so very hard to navigate. Then when I finally got a phone appt I waited for a call and it never came. Receptionist hadn't booked it at all. I fear for my safety if I get anything serious. Disorganised and disinterested staff don't help. Waiting room looks grubby. Chairs stained. Depressing place. One plus point - the GP was great when I finally got an appt.</p>	Yes
Great Lever One GP	Treatment	Anon	<p>It took me 6 weeks to get to see my GP. I had high blood pressure, palpitations, swollen ankles. At first, I had to see a prescribing pharmacist who advised I needed to see the GP. The same surgery denied me a GP appointment and advised I could see the</p>	Yes

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			practice nurse instead. They also said I needed to be seen by the GP. After all that the receptionist tried to direct me back to the prescribing pharmacist. It is hard to know what was what due to lack of resources and what was due to incompetence.	
Heaton Medical Centre	Treatment	Anon	Our surgery seems, to have become a hostile patient experience. [I rate my experience of care] as poor.	Possible
Dr Mirza & partners	Treatment	Anon	Very poor care from Dr Mirza and Partners at Pikes Lane medical centre, and the GMMH Team, Bolton branch. It's too long to post here but I'm disabled due to a surgery that went wrong. Went to the doctors in agony, was told "I'm just after painkillers" and sent away. I'm now in really bad pain, all I wanted was referring back to the spinal clinic. My mental health has declined rapidly, apparently, I've been seen by the mental health team for a year in 2021 and I'm fine? I don't know who they've seen but it wasn't me.	Yes

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
Kearsley Medical Centre	Medication	Anon	Elderly couple struggling with this practice. The couple fill in a paper prescription request for ongoing medication but have to wait a long time and often medication comes late. Can't get a face to face appointment, very long wait times in terms of 18 months - people are always there early morning waiting at the centre therefore all the appointments go. Gentleman reported that receptionist commented to him 'its clear you don't need an appointment'	Possible
Kearsley Medical Centre	Treatment	Anon	Mental health referral for Cognitive Behavioural Therapy (CBT) Health centre triaged to CBT treatment Referral was quick. Only one therapist. He had a lot of illness so my sessions took over six months to complete. There were no alternative therapists. He can't help being ill. I don't know if switching therapists would have been beneficial. Was all just a bit flaky and I ended up researching CBT online myself buying books and doing online exercises. I ended up feeling sorry for the therapist. We were actually asked to move rooms in the middle of one session. How unprofessional and demeaning. They	possible

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			wouldn't have interrupted a gp or nurse appointment. Just shows how mental health is treated as low value poor relation NHS service.	
<b>Kildonan House GP</b>	Access	Anon	Not always easy to get through on the phone. We now have a telephone ordering prescriptions, only which makes a big difference	No
<b>Kildonan House GP</b>	Access	Client	Cannot get through to GP surgery the telephone line just cuts you off. No option to hold. Been calling since December. Finally got through today to be given a months wait for an appointment. Only because I wouldn't accept did they give me an appointment 8 days later. Was asked if it was a medical emergency. It's a persistent cough that I've had since November and I've been trying to get seen. No it isn't an emergency in my opinion, but what if it is because I cannot be seen sooner. Another time I took my daughter with a chest infection. The appointment was held in a conservative club next to the drs with a ridiculous set up next to the bar. Dr didn't acknowledge us walking in we had to disturb him as been sat there 20 mins without anything.	Yes

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			Nobody was there. Wasn't private and the place was filthy. Embarrassing NHS	
<b>Ladybridge GP surgery</b>			Had bloods done Thursday, told results in a week and they would contact if necessary. Friday had text to say GP needed to discuss results so a telephone appointment made for 29th Feb...19 days away. Within an hour text from Boots to say prescription ready. When I collect it the pills are for thyroxine 50gm. I have been taking 125gm for many years and just before Christmas was reduced to 100gm. So.... do I take the new dose or do I wait 19 days to know. I think this is a dangerous practice as I could interpret it that I add 50gm to my current 100gm. Why prescribe 19 days before the gp discusses the change with me. Very confused.	Yes
<b>Little Lever Health Centre – Physio Dept</b>	Access	Client	Client has difficulty contacting the physio department, due to physio department not having a direct telephone number. This has happened on two occasions causing this patient distress and fear of missing appointments	Possible



Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
Little Lever Health Centre	Treatment	Anon	Little Lever Health Centre [is] Absolutely awful! When it comes to mental health this GP shouldn't be practicing, he has reduced me to tears 3 times now and only ever when I need to see him about mental health... the last time I had to ring the mental health crisis team I was that upset and have someone with me 24 hours for 4 days..... I didn't want to be here anymore he pushed me that far.	Yes
Mandalay GP	Access	Anon	Length of time taken to get a GP appointment is an issue, needs improvement	No
Oaks Family Practice	Treatment	Anon	Oaks Family Practice- GP absolutely no interest/ idea on support for MH. Only option is antidepressants- no empathy. Once told GP I felt suicidal and they said 'what do you expect me to do?' Told me to speak to family /friends. I was abused by family and in for many years. The lack of interest/ empathy/ patient knowledge is absolutely horrendous for people with chronic MH issues I have since been diagnosed with Complex PTSD - I had to self refer and went through several agencies	Possible

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<b>Octagon Medical Centre</b>	Treatment	Anon	GP access feedback - Octagon, I find them generally helpful and informative	No
<b>Octagon Medical Centre</b>	Information	Client	Client wishes to raise concerns about the confusing information on the website regarding how to make a complaint. Client alleges GP arranges to call client but GP does not call.	No
<b>Shanti Medical Centre</b>	Treatment	Anon	Accessing help and support was very good	No
<b>Shanti Medical Centre</b>	Access	Anon	I have been with Shanti medical centre for years, I am thinking of moving as its very difficult to get an appointment to see a GP. The surgery doesn't always answer the phone, receptionist are difficult.	No
<b>Spring House Surgery</b>	Treatment	Anon	GP services at Dr Marie, Spring House Surgery, 555 Chorley Old Road, Bolton. I have recently had 2 experiences of ectopic heart beat during the night, and after the first episode I am now having a series of tests, I have provided feedback on this experience. Two weeks after I had a second event during the night and woke up struggling to breath, this event felt different to the first event. I could not	No

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			<p>get through by phone to my GP but I went direct to the surgery. My GP saw me within 15 minutes, examined me and gave me options to either have another ECG at hospital or in the practice later in the day.</p> <p>He gave me some good practical advice, which I believe is helping me, until the tests finish and I see cardiologist. The nurse who did the ECG was very considerate too, talking to me about different things that might help. She did not rush the test and explained the findings before I went back to see the GP who analysed the results giving me further advice how to manage the situation until I get full diagnosis. I was very pleased at how my GP practice handled this event.</p>	
<b>Stonehill Medical Centre</b>	Treatment	Client	Formal complaint about medical staff	No
<b>Swan Lane Medical Centre</b>	Treatment	Client	Client having difficulty getting assistance from GP for her mother who is extremely unwell	Possible
<b>Unsworth Group Practice – Peter House</b>	Access	Anon	Extremely not easy to get through on the phone. Having multiple health issues but doctor hasn't got time to read the notes.	Possible

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
Unsworth Group Practice – Peter House	Treatment	Anon	I have a terminal heart condition and I'm highly allergic to statin I was prescribed this 12 months ago from Peter house surgery and it nearly killed me but yet again they prescribed me a similar drug containing statins I'm going to inform BMA	Yes
Unsworth Group Practice – Peter House	Access	Anon	I am a 68 year old pensioner with mobility issues and live on my own (no car) more people are going in at 8am to make appointments, I cannot do that and worry that it will get worse when needing an appointment as I have several long term health conditions. I have to get taxi to and from GPs so its costly if I need to go there for 8am just to make appointment. what provisions are there available for pensioners in my position who need to see a GP	Possible
Unsworth Group Practice – Peter House	Treatment	Anon	I had an appointment with a Physician Associate to review my medication. She was quite rude. Said because it involved two meds, I should have made two appointments. No empathy.	Possible

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
Unsworth Group Practice – Peter House	Treatment/Access	Anon	<p>Today 16/2/24 I called my GP surgery-Peter House surgery and I was informed to call back on Monday next week to TRY and book an appointment as there were no GP/health care appointments available. This is not the first time this has happened for me. I am also receiving text messages re: SMEAR test, last year I called the surgery to book in for this, and again no appointments when I called. I receive the text messages to this day and have 0 confidence there will be appointments available for me. I don't have time to keep calling. Also, the text days follow this link and you can't book an appointment, it just takes you to a scar site. Its a useless text message as you can't do on it what the text messages tells you can do on it. I have had problems with my ears prior-in June time 2023, at the time the first GP I saw told me off for syringing my ears myself, in the appointment the GP didn't even have the right equipment in the room for the task at hand. The second appointment I had was with a wonderful GP he was marvellous, felt in safe hands with him. I gave good feedback to the surgery about this. This is my feedback to the surgery, I am not happy with the availability of appointments.</p>	Possible

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			Please can I request that those pointless texts no longer be sent to me, unless you can actually start booking in using the link on the text message.	
<b>Unsworth Group Practice, Blackrod</b>	Access	Client	Complaint regarding poor service by GP for deaf clients. Unsworth practice, Blackrod. Unwilling to support deaf client with a BSL until 26 3 24 with health needs. Poor reception staff who are unwilling to book an appointment when clients turned up at the practice and given a piece of paper to download app. No support with this. Offer of a BSL refused for Friday as they could not release appointment until 7am Friday but cannot book on the app a double appointment that is required due to BSL. Practice not inclusive and care withheld.	Yes
<b>Stonehill Medical Centre</b>	Access	Anon	Not always easy to get through on the phone. I tend to use the weekend service as it is easier and quicker to get an appointment, plus the appointments are usually on time with very little waiting.	No
<b>Spring View Medical Centre</b>	Treatment	Client	Client contacted us as having issue with GP. She is diabetic - was taking meds but had to	Possible

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			<p>give them up due to side effects of persistent chronic diarrhoea which has now been diagnosed as IBS, she had to give up work because of this. Her dermatology consultant (for leg sores) expressed surprise and concern that she was having not having treatment for her diabetes and advised her to contact her GP to get this sorted. She managed to see someone at her practice about another health issue. At that appointment she was given medication for the sores and told she needs to see a doctor for diabetic meds. She said she has had constant struggles to speak to anyone at the GP practice about her issues, having to constantly repeat what her issues are and struggling to be given timely appointments. In summary - she has had no meds for her diabetes and nothing for her IBS issue leaving her with chronic diarrhoea and leaving her diabetes untreated which has exacerbated the skin healing on the sores.</p>	
Stable Fold GP	Treatment	Client	<p>My partner had bloods done last March for vitamin b12 and folate his b12 levels came back deficient with levels of 137ng/l he mentioned to the gp how he was feeling</p>	Yes

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			fatigue, keep having dizzy spells and mouth ulcers 12 month on and he's getting worse with brain fog and the same storming persistent from last year and no treatment which I find disgusting when they are meant to care for patients needs and especially when his levels are so very low and his folate levels are very low end of lab ranges which will mask his vitamin b12 and make that look higher so his levels would drop even lower if his folate levels where optimal this is medical negligence which is causing him so many Heath problems and memory problems due to being left untreated.	
NHS Dentist	Access	Client	<p>Macmillan (at Bolton Hospital), signposted the patient to us regarding accessing an NHS dentist.</p> <p>In October 2023, the patient was diagnosed with Stage Three Breast Cancer. She has already undergone three rounds of chemotherapy. She is due to commence the last three rounds of chemotherapy soon – she informed Healthwatch Bolton that this will be bisphosphonate treatment that will affect her bones. <b>Patients needing this type of treatment are advised to see their dentist, but for those</b></p>	Yes



Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			<b>who do not have one, this is delaying their bisphosphonate treatment.</b>	
NHS Dentist	Access	Anon	Unable to find a dentist taking on NHS patients	No
NHS Dentist	Medications	Client	Client is asking for advice regarding possible damage done to gums due to medication given for an existing health condition	No
NHS Dentist	Access	Client	Patient removed from dentist list without explanation	Possible
NHS Dentist	Access	Client	Patient with sensory disability needs access to a dentist before starting treatment for cancer.	Yes
NHS Dentist	Access	Anon	Client cannot find an NHS dentist, anxiety and struggling to eat, cannot talk in front of people	Yes
NHS Dentist	Access	Client	Client having difficulty finding and NHS dentist	Yes
NHS 111	Communication	Client	Used the NHS 111 service on Friday evening. Phone call was fine, she said I needed to go to hospital and she booked me an appointment for a chest x-ray for 2045 at Bolton hospital and to go to the A&E reception.	Yes

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			Got there, no such service exists! You cannot book such appointments, the lady on reception said they get this ALL the time, 111 booking in so called appointments. I was well aware you can't book for A&E (although your website 111 guidelines state otherwise?!) I was told a chest x-ray had been booked, so I went to that department, again no booking. Waste of time, disgusting treatment telling people such lies. The staff at Bolton Hospital were however fantastic cannot fault them.	
<b>Bolton Hospital NHS Trust A &amp; E</b>	Communication	Client	Complaint regarding referral issue from A & E to Orthopaedic specialist	Possible
<b>Bolton Hospital NHS Foundation Trust</b>	Appointment cancellations	Anon	Hospital outpatients' appointments [has been] Been cancelled 4 times now. Should be every 3months. Hope next appointment will be honoured.	Possible
<b>Bolton Hospital NHS Foundation Trust – Obs &amp; Gynae</b>	Appointment cancellations	Anon	Hospital outpatients' appointments [at] Royal Bolton Hospital cancelled my gynae procedure appointments 4 times now. Should have treatment every 3 months. Soon be a year!	possible

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
<b>Bolton Hospital NHS Foundation Trust – Obs &amp; Gynae</b>	Treatment	Anon	Stillbirth at 36 weeks (Bolton) things were missed, did not feel supported this happened a few years ago. PAL were very apologetic the hospital (Bolton) couldn't do enough during my next pregnancy. Lots of negative stories in Bolton news about parents losing children its very traumatic too many women have gone through this.	Yes
<b>Bolton Hospital NHS Foundation Trust – Obs &amp; Gynae</b>	Treatment	Anon	<p>Despite being admitted in hospital for an induction, I needed to have an emergency c-section.</p> <p>During my stay in hospital i developed a serious infection was treated for sepsis. I was treated with diamorphine / epidural, antibiotics etc I was discharged from hospital days later with only verbal advise on pain relief etc.</p> <p>I would have appreciated a leaflet or a booklet or more home visits due to my traumatic delivery and infection I could not take much information in. This is my first baby and the experience left me feeling like I am not a good mother as I struggled with feeding, pain moving around and sleep</p>	Possible

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<b>Bolton Hospital NHS Foundation Trust - Diagnostics</b>	Test results Communication	Client	Client contacted us in relation to test results for spouse. Test results showed irregularities and the GP was not informed and had not received the results of these tests which included a CT scan done at Bolton hospital. The GP told the client that this is a regular occurrence with him not receiving test results. This has therefore delayed a referral to specialist treatment and caused a negative impact on the patient	Yes
<b>Bolton Hospital NHS Trust - Orthopedics</b>	Waiting times	Client	Client's spouse been waiting 18 months for knee surgery. Read that rights are acquired after 40 weeks which includes if surgery will take place in a hospital other than Bolton Hospital	No
<b>Bolton Hospital NHS Foundation Trust - Gastroentrology</b>	Communication and treatment	Client	I went for a colonoscopy Mon 15 Jan. I had followed the strict instructions all week. Bolton hosp told me to stop my Forcival which I did. I stuck to the rules what they wanted me to do. I got to the table and the man said they can't do it as it was black due to accrete!! On no account did these nurses or docs tell me to stop the accrete. They said just stop the Forcival which I did. I'm extremely upset as I'm very anxious as I've blood in my poo and cancer is rife in my family. They sent me home	Yes

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			<p>with no procedure done. They all disappeared when I got off the table. I'm taking this further as I'm on a cancer pathway. No one mentioned another appointment or more sachets, it was disgusting how they treated me. Kelly typed my prescription into her pc so the accrete would have been flagged up but no one mentioned it. I went to my doc this morning to clarify whose fault it was and she said the hospitals. Now I'm back to square one, my cancer could grow whilst I'm waiting for an appointment. I'm hurt, very upset and very anxious over the whole ordeal. Please can I do something to stop this happening to someone else. They treated me like an outcast, no apology or anything. Please look into this for me. I'm crying typing this. How could this happen to me. I've got a lot of health issues, this has knocked me for six, please help. I don't want cancer, I'm broken hearted.</p>	
<b>Bolton Hospital NHS Trust – Audiology acute</b>	Access	Client	Client waiting for date for ear operation, having negative impact on vulnerable adult	Possible

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<b>Bolton Hospital NHS Trust – Audiology</b>	Access	Anon	<p>Poor experience of care/difficulty accessing care at the Audiology department at NHS Bolton Foundation Trust.</p> <p>Been under the same audiology clinic for deafness for 8 years, only needed to attend for batteries etc. Was recently told that I need an update on my hearing aid and new hearing test. I did not ask for this but was told it was necessary. They phoned me with an appointment and only waited 6 weeks for it. On the day i was to attend was phoned to say that they are only doing their own postcode now and i would need to see my GP to be referred to another hospital. I have been informed that the other hospital is a 12-18mth waiting list as I would be a new patient. Not impressed with this information and change of Hospital at all</p>	Possible
<b>Bolton Hospital NHS Trust – Ear, Nose and Throat</b>	Treatment	Anon	<p>ENT services at Royal Bolton Hospital - my son was referred 2 years ago for a smr and deviated septum... he has been seen numerous times and given a date for op that was cancelled. Seen by two different consultants! The same happened to his daughter both waiting nearly two years for simile ops that will effectively change their lives</p>	Possible

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			so they are not taking consent medication!! We all work pay our dues and deserve better!!!!	
<b>Bolton Hospital NHS Trust – Ear, Nose and Throat</b>	Treatment	Client	My son is awaiting a appointment for surgery on his nose. Back in January we was told he would have a date by march. I've contacted ENT department numerous times left messages emails even with these curities for his consultant. Nobody has the decency to contact me despite me telling them or my sons continuing difficulties due to the issue. It's difficult to explain on a message. I'd appreciate some help thank you	Yes
<b>Bolton Hospital NHS Trust - inpatient</b>	Treatment/food	Anon	The food was awful, staff were lovely but not happy being put on a ward with a patient with mental health problems. I was scared of saying the wrong thing but overall everyone looked after me	No
<b>Bolton Hospital NHS Trust - inpatient</b>	Treatment	Anon	Hospital inpatient (day treatment or overnight) - Very bad experience from day1, patient confused but no communication with relatives, rude staff, to patients and relatives, excuse after excuse, was like being in jail. Not one thing was right, too upsetting to try and put into	Yes

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			words, compiling a very long list to send to CQC .	
<b>Bolton Hospital NHS Trust - Ophthalmology</b>	Treatment	Anon	I went to the ophthalmology eye clinic on the 6th we'd 2024 the doctor who I saw got violent with me as I couldn't open my eyes as I have dry eyes and are sore due to psoriasis in them I felt humiliated scared as he slam the things down and ask if I understand i was telling him why but didn't listen the eye drops burn more due to psoriasis been a doctor he should know this I don't want to make a complaint don't want to see him again in saw a woman doctor she did the same thing she was understanding don't think he likes me as other people went in and was OK and looked happy the other staff are brilliant it's just that one doctor he stop my prescription the other doctor was going to keep me on the tablets as they were helping my skin not sure what to do when I go again	Yes
<b>Bolton Hospital NHS Trust – Car parking</b>	Access	Anon	Car parking for patients and visitors at Royal Bolton Hospital, the situation is atrocious / dire. If you have a late morning or afternoon it is impossible to park as the majority of spaces are allocated for those with 'Staff Permit Only" this	Yes



Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			causes unnecessary stress to patients and visitors who may miss their appointment through the parking situation. I gave myself 90 minutes ahead of my appointment time and after driving all over the hospital site still ended up parking in a street off Plodder Lane and walking 10 minutes. Added to which people are parking outside the marked bays at the RBH car park marking it extremely difficult to pass .	
<b>Bolton Hospital NHS Trust – wheelchair service</b>	Equipment	Client	Patient needing information about obtaining a wheelchair	No
<b>Manchester Dental Hospital – dental treatment</b>	Access	Client	Client is looking for dental treatment at hospital before starting bisphosphonate treatment. They have a dentist but have been waiting for months to hear about the dental treatment they need at the hospital	Yes
<b>Specialist Weight Management Service</b>	Access	Client	Client needs access to SWMS as there is not service in Bolton at present.	Yes

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
<b>Greater Manchester Mental Health Trust</b>	Information	Client	Client needed information regarding complaints process relating to Child and Adolescent Mental Health Service	No
<b>General comment</b>	Menopause information	Anon	Need more informal sessions, need to set groups to encourage and involve to assist others. menopause is daunting especially when no one around you have noticed you've changed. More information needed for men too.	No
<b>General comment</b>	GP Access	Anon	It is impossible to get through to the GP to make an appointment. You have to go up and they tell you to go home and the GP will call you or come back later	No
<b>Bolton at Home</b>	Processes and procedures	Client	Concerns that processes had not been followed when dealing with a vulnerable adult	No
<b>Care In Mind – Edge Brook and Bolton Hospital</b>	Treatment	Client	Client raised issues about an eating disorder service operating in Bolton	Yes
<b>Manchester Eye Hospital</b>	Treatment	Anon	Very good experience at Manchester Royal Eye Hospital where I had vitrectomy surgery Hospital inpatient (day treatment or overnight)	No

Service	Issue	Anonymous comment or client Case?	Comment Summary	Red Flag?
			I have had macular hole and cataract surgery. Just over three weeks in and I am very hopeful. Hospital day patient was scary, I haven't been in hospital except for odd Xray and blood test for 59years so I was really apprehensive. I needn't have worried, staff, nurses and surgical staff were excellent.	
<b>Chorley Hospital/NWAS</b>	Treatment	Anon	Good experience with NWAS and Chorley Hospital. Kind ambulance staff	No
<b>DVLA</b>	Driving with Dementia	Anon	A carer enquired about policies regarding the DVLA rules on driving and dementia	No

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