

NHS Bury CCG

Patient Services

Analysis of patient demographic data collated from contacts received

1 October 2015 – 30 September 2016



1.1 Between 1 October 2015 and 30 September 2016, 454 patient contacts were received by NHS Bury CCG. These contacts included:

- Informal patient enquiries (PALS) – 382
- Complaints – 59
- MP letters – 8
- Compliments – 4
- Claim – 1

1.2 Of the 454 contacts received, a total of 557 issues or concerns were raised by patients (1 enquiry or complaint may raise more than 1 issue and may be about more than 1 service/organisation).

1.3 The following table provides a breakdown of the 557 issues received by responsible organisation:

	Number of issues	% of total issues received
NHS Bury CCG	188	34%
NHS England	111	20%
Pennine Acute Hospitals NHS Trust	83	15%
Pennine Care NHS Foundation Trust	74	13%
Salford Royal NHS Foundation Trust	15	3%
BARDOC	13	2%
Arriva	10	2%
Royal Bolton Hospital NHS Foundation Trust	8	1%
Bury Council	8	1%
Central Manchester University Hospitals NHS Foundation Trust	7	1%
NHS 111	5	1%
Oaklands Hospital	5	1%
Care UK	4	1%
Spire Healthcare Manchester	3	1%
Marie Stopes	3	1%
University Hospital of South Manchester NHS Foundation Trust	2	<1%
GM Primary Eyecare	2	<1%
Public Health England	2	<1%
BMI The Highfield Hospital	2	<1%
Health & Social Care Information Centre (HSCIC)	1	<1%
Organisation unknown	1	<1%
Mediscan Services Limited	1	<1%
HM Revenue & Customs	1	<1%
The Christie NHS Foundation Trust	1	<1%
NHS Property Services	1	<1%
Manchester Mental Health and Social Care Trust	1	<1%
Royal National Hospital for Rheumatic Diseases	1	<1%
North West Ambulance Service NHS Trust	1	<1%
Learning Assessment and Neurocare Centre LTD	1	<1%
Intrahealth	1	<1%
NHS Business Services Authority	1	<1%
Total	557	100%

- 1.4 When acknowledging receipt of patient contacts, the individual contacting NHS Bury CCG is asked to provide their demographic information. A full explanation is given as to the reasons for collecting this data and patients are assured that any information they give will be treated in strictest confidence and not divulged to anyone involved in considering their concerns.
- 1.5 Patients are also assured that should they choose not to provide their demographic details, this will not prejudice the outcome to the issues or concerns they have raised. Of the 557 issues raised by patients to NHS Bury CCG between 1 October 2015 and 30 September 2016, 15% of patients agreed to provide some or all of their demographic details. 85% of patients chose not to disclose this information.
- 1.6 A breakdown of the demographic data collated from all patient issues and concerns received by NHS Bury CCG between 1 October 2015 and 30 September 2016 is given below.
- 1.7 Ethnicity:

Patient ethnicity	Female	Male	Not stated	Total
White: British	20	25		45
White: Other		6		6
Not stated	15	16	475	506
Total	35	47	475	557

- 1.8 Patient disabilities:

Patients with a disability	Female	Male	Not stated	Total
No	13	23		36
Yes	3	9		12
Chosen not to disclose	4			4
Not stated	15	15	475	505
Total	35	47	475	557

- 1.9 Sexual orientation:

Sexual orientation	Female	Male	Not stated	Total
Heterosexual	20	31		51
Not stated	15	16	475	506
Total	35	47	475	557

- 1.10 Religious beliefs:

Religious beliefs	Female	Male	Not stated	Total
Christian	16	12		28
Jewish		2		2
Any other religion		1		1
No religion	4	10		14
Chosen not to disclose		6		6
Not stated	15	16	475	506
Total	35	47	475	557

1.11 Patient age groups:

Age groups	Female	Male	Not stated	Total
Under 16	1	5		6
16 - 24		2		2
25 - 34	2	2		4
35 - 44	6	7		13
45 - 54	1	4		5
55 - 64	3	12		15
65+	9	4		13
Not stated	13	11	475	499
Total	35	47	475	557

1.12 Between 1 October 2015 and 30 September 2016, the top 5 organisations against which patients raised issues and concerns were:

1. NHS Bury CCG –34% (188 issues)
2. NHS England – 20% (111 issues)
3. Pennine Acute Hospitals NHS Trust – 15% (83 issues)
4. Pennine Care NHS Foundation Trust – 13% (74 issues)
5. Salford Royal NHS Foundation Trust – 3% (15 issues)

1.13 Analysis of these contacts by organisation and demographic data follows.

1.14 NHS Bury CCG:

Issues and concerns raised by NHS Bury patients by ethnicity and gender against NHS Bury CCG	White: British		White: British Total	White: Other	White: Other Total	Not stated			Not stated Total	Total
	Female	Male		Male		Female	Male	Not stated		
Central Booking Line								1	1	1
Choose and Book	2	3	5			2		35	37	42
Commissioning	1	1	2			2	3	79	84	86
Communication and Engagement								1	1	1
Continuing Healthcare	4		4	6	6			26	26	36
Effective Use of Resources								1	1	1
Individual Funding Request								12	12	12
Medicines Management								2	2	2
NHS 111								1	1	1
Out of Hours GP Care								1	1	1
PALS Complaints								2	2	2
Service unknown							1	2	3	3
Total	7	4	11	6	6	4	4	163	171	188

Issues and concerns raised by NHS Bury patients by disabilities and gender against NHS Bury CCG	No		No Total	Yes	Yes Total	Not stated			Not stated Total	Total
	Female	Male		Female		Female	Male	Not stated		
Central Booking Line								1	1	1
Choose and Book	2	3	5			2		35	37	42
Commissioning	1	1	2			2	3	79	84	86
Communication and Engagement								1	1	1
Continuing Healthcare	2	6	8	2	2			26	26	36
Effective Use of Resources								1	1	1
Individual Funding Request								12	12	12
Medicines Management								2	2	2
NHS 111								1	1	1
Out of Hours GP Care								1	1	1
PALS Complaints								2	2	2
Service unknown							1	2	3	3
Total	5	10	15	2	2	4	4	163	171	188

Issues and concerns raised by NHS Bury patients by sexual orientation and gender against NHS Bury CCG	Heterosexual		Heterosexual Total	Not stated			Not stated Total	Total
	Female	Male		Female	Male	Not stated		
Central Booking Line						1	1	1
Choose and Book	2	3	5	2		35	37	42
Commissioning	1	1	2	2	3	79	84	86
Communication and Engagement						1	1	1
Continuing Healthcare	4	6	10			26	26	36
Effective Use of Resources						1	1	1
Individual Funding Request						12	12	12
Medicines Management						2	2	2
NHS 111						1	1	1
Out of Hours GP Care						1	1	1
PALS Complaints						2	2	2
Service unknown					1	2	3	3
Total	7	10	17	4	4	163	171	188

Issues and concerns raised by NHS Bury patients by religious beliefs and gender against NHS Bury CCG	Christian		Christian Total	No religion		No religion Total	Not stated			Not stated Total	Total
	Female	Male		Female	Male		Female	Male	Not stated		
Central Booking Line									1	1	1
Choose and Book	2	1	3		2	2	2		35	37	42
Commissioning		1	1	1		1	2	3	79	84	86
Communication and Engagement									1	1	1
Continuing Healthcare	3		3	1	6	7			26	26	36
Effective Use of Resources									1	1	1
Individual Funding Request									12	12	12
Medicines Management									2	2	2
NHS 111									1	1	1
Out of Hours GP Care									1	1	1
PALS Complaints									2	2	2
Service unknown								1	2	3	3
Total	5	2	7	2	8	10	4	4	163	171	188

Issues and concerns raised by NHS Bury patients by age groups and gender against NHS Bury CCG	Under 16	25 - 34	45 - 54	55 - 64		65+	Not stated			Total	
	Male	Female	Female	Female	Male	Female	Female	Male	Not stated		
Central Booking Line										1	1
Choose and Book				1		3	2	1		35	42
Commissioning	1		1					2	3	79	86
Communication and Engagement										1	1
Continuing Healthcare					2	6	2			26	36
Effective Use of Resources										1	1
Individual Funding Request										12	12
Medicines Management										2	2
NHS 111										1	1
Out of Hours GP Care										1	1
PALS Complaints										2	2
Service unknown									1	2	3
Total	1	1	1	2	9	4	3	4	163	188	

1.15 NHS England:

Issues and concerns raised by NHS Bury patients by ethnicity and gender against NHS England	White: British		White: British Total	Not stated			Not stated Total	Total
	Female	Male		Female	Male	Not stated		
Complaints Department						8	8	8
Dentist				2	2	5	9	9
GP	3	4	7	5	6	62	73	80
Optician						3	3	3
Orthodontist						1	1	1
Pharmacy		1	1			3	3	4
Primary Care Support Services					1	4	5	5
Specialist Commissioning		1	1					1
Total	3	6	9	7	9	86	102	111

Issues and concerns raised by NHS Bury patients by disabilities and gender against NHS England	No		No Total	Yes	Yes Total	Chosen not to disclose	Chosen not to disclose Total	Not stated			Not stated Total	Total
	Female	Male						Female	Male	Not stated		
Complaints Department										8	8	8
Dentist				1	1			2	1	5	8	9
GP	2	4	6			1	1	5	6	62	73	80
Optician										3	3	3
Orthodontist										1	1	1
Pharmacy		1	1							3	3	4
Primary Care Support Services									1	4	5	5
Specialist Commissioning				1	1							1
Total	2	5	7	2	2	1	1	7	8	86	101	111

Issues and concerns raised by NHS Bury patients by sexual orientation and gender against NHS England	Heterosexual		Heterosexual Total	Not stated			Not stated	Total
	Female	Male		Female	Male	Not stated		
Complaints Department						8	8	8
Dentist				2	2	5	9	9
GP	3	4	7	5	6	62	73	80
Optician						3	3	3
Orthodontist						1	1	1
Pharmacy		1	1			3	3	4
Primary Care Support Services					1	4	5	5
Specialist Commissioning		1	1					1
Total	3	6	9	7	9	86	102	111

Issues and concerns raised by NHS Bury patients by religious beliefs and gender against NHS England	Christian		Christian Total	Jewish	Jewish Total	No religion		No religion Total	Chosen not to disclose	Chosen not to disclose Total	Not stated			Not stated Total	Total
	Female	Male				Female	Male				Female	Male	Female		
Complaints Department													8	8	8
Dentist											2	2	5	9	9
GP	2		2	1	1	1	1	2	2	2	5	6	62	73	80
Optician													3	3	3
Orthodontist													1	1	1
Pharmacy		1	1										3	3	4
Primary Care Support Services												1	4	5	5
Specialist Commissioning								1	1						1
Total	2	1	3	1	1	1	1	2	3	2	7	9	86	102	111

Issues and concerns raised by NHS Bury patients by age group and gender against NHS England	Under 16		16 - 24	25 - 34	35 - 44		55 - 64		65+		Not stated			Total
	Female	Male	Male	Male	Female	Male	Female	Male	Female	Male	Female	Male	Not stated	
	Complaints Department													8
Dentist									1	2		1	5	9
GP	1			1		2	2	1	2	4		5	62	80
Optician													3	3
Orthodontist													1	1
Pharmacy			1										3	4
Primary Care Support Services												1	4	5
Specialist Commissioning					1									1
Total	1	1	1	1	1	2	2	1	3	6	7	86	111	

1.16 Pennine Acute Hospitals NHS Trust:

Issues and concerns raised by NHS Bury patients by ethnicity and gender against Pennine Acute Hospitals NHS Trust	White: British	White: British Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
Fairfield General Hospital	2	2	1	1	36	38	40
Accident and Emergency Department					13	13	13
Audiology				1		1	1
Colorectal Surgery					1	1	1
ENT	2	2					2
Gastroenterology					2	2	2
General Surgery					3	3	3
Oral Surgery					1	1	1
Orthopaedics					6	6	6
Paediatrics					2	2	2
Pain Clinic			1		1	2	2
Radiology					2	2	2
Rheumatology					1	1	1
Service unknown					4	4	4
Hospital site unknown	3	3			19	19	22
Anti-coagulation Service					2	2	2
Cardiology	1	1					1
ENT	2	2			1	1	3
Haematology					1	1	1
Medical Records					1	1	1
Neurology					2	2	2
Paediatrics					1	1	1
Radiology					3	3	3
Service unknown					7	7	7
Speech and Language Therapy					1	1	1
North Manchester General Hospital	2	2			10	10	12
Audiology					1	1	1
Cancer Palliative Care/Macmillan	2	2					2
Colorectal Surgery					2	2	2
Complaints Department					1	1	1
General Surgery					2	2	2
Maternity Services					1	1	1
PALS					1	1	1
Radiology					1	1	1
Service unknown					1	1	1
Radcliffe Primary Care Centre					3	3	3
Audiology					2	2	2
Haematology					1	1	1
Rochdale Infirmary					5	5	5
Gastroenterology					4	4	4
Ophthalmology					1	1	1
Royal Oldham Hospital					1	1	1
Urology					1	1	1
Total	7	7	1	1	74	76	83

Issues and concerns raised by NHS Bury patients by disabilities and gender against Pennine Acute Hospitals NHS Trust	No	No Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
Fairfield General Hospital	2	2	1	1	36	38	40
Accident and Emergency Department					13	13	13
Audiology				1		1	1
Colorectal Surgery					1	1	1
ENT	2	2					2
Gastroenterology					2	2	2
General Surgery					3	3	3
Oral Surgery					1	1	1
Orthopaedics					6	6	6
Paediatrics					2	2	2
Pain Clinic			1		1	2	2
Radiology					2	2	2
Rheumatology					1	1	1
Service unknown					4	4	4
Hospital site unknown	3	3			19	19	22
Anti-coagulation Service					2	2	2
Cardiology	1	1					1
ENT	2	2			1	1	3
Haematology					1	1	1
Medical Records					1	1	1
Neurology					2	2	2
Paediatrics					1	1	1
Radiology					3	3	3
Service unknown					7	7	7
Speech and Language Therapy					1	1	1
North Manchester General Hospital	2	2			10	10	12
Audiology					1	1	1
Cancer Palliative Care/Macmillan	2	2					2
Colorectal Surgery					2	2	2
Complaints Department					1	1	1
General Surgery					2	2	2
Maternity Services					1	1	1
PALS					1	1	1
Radiology					1	1	1
Service unknown					1	1	1
Radcliffe Primary Care Centre					3	3	3
Audiology					2	2	2
Haematology					1	1	1
Rochdale Infirmary					5	5	5
Gastroenterology					4	4	4
Ophthalmology					1	1	1
Royal Oldham Hospital					1	1	1
Urology					1	1	1
Total	7	7	1	1	74	76	83

Issues and concerns raised by NHS Bury patients by sexual orientation and gender against Pennine Acute Hospitals NHS Trust	Heterosexual	Heterosexual Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
Fairfield General Hospital	2	2	1	1	36	38	40
Accident and Emergency Department					13	13	13
Audiology				1		1	1
Colorectal Surgery					1	1	1
ENT	2	2					2
Gastroenterology					2	2	2
General Surgery					3	3	3
Oral Surgery					1	1	1
Orthopaedics					6	6	6
Paediatrics					2	2	2
Pain Clinic			1		1	2	2
Radiology					2	2	2
Rheumatology					1	1	1
Service unknown					4	4	4
Hospital site unknown	3	3			19	19	22
Anti-coagulation Service					2	2	2
Cardiology	1	1					1
ENT	2	2			1	1	3
Haematology					1	1	1
Medical Records					1	1	1
Neurology					2	2	2
Paediatrics					1	1	1
Radiology					3	3	3
Service unknown					7	7	7
Speech and Language Therapy					1	1	1
North Manchester General Hospital	2	2			10	10	12
Audiology					1	1	1
Cancer Palliative Care/Macmillan	2	2					2
Colorectal Surgery					2	2	2
Complaints Department					1	1	1
General Surgery					2	2	2
Maternity Services					1	1	1
PALS					1	1	1
Radiology					1	1	1
Service unknown					1	1	1
Radcliffe Primary Care Centre					3	3	3
Audiology					2	2	2
Haematology					1	1	1
Rochdale Infirmary					5	5	5
Gastroenterology					4	4	4
Ophthalmology					1	1	1
Royal Oldham Hospital					1	1	1
Urology					1	1	1
Total	7	7	1	1	74	76	83

Issues and concerns raised by NHS Bury patients by religious beliefs and gender against Pennine Acute Hospitals NHS Trust	Christian	Christian Total	Chosen not to disclose	Chosen not to disclose Total	Not stated			Not stated Total	Total
	Male		Male		Female	Male	Not stated		
Fairfield General Hospital			2	2	1	1	36	38	40
Accident and Emergency Department							13	13	13
Audiology						1		1	1
Colorectal Surgery							1	1	1
ENT			2	2					2
Gastroenterology							2	2	2
General Surgery							3	3	3
Oral Surgery							1	1	1
Orthopaedics							6	6	6
Paediatrics							2	2	2
Pain Clinic					1		1	2	2
Radiology							2	2	2
Rheumatology							1	1	1
Service unknown							4	4	4
Hospital site unknown	3	3					19	19	22
Anti-coagulation Service							2	2	2
Cardiology	1	1							1
ENT	2	2					1	1	3
Haematology							1	1	1
Medical Records							1	1	1
Neurology							2	2	2
Paediatrics							1	1	1
Radiology							3	3	3
Service unknown							7	7	7
Speech and Language Therapy							1	1	1
North Manchester General Hospital			2	2			10	10	12
Audiology							1	1	1
Cancer Palliative Care/Macmillan			2	2					2
Colorectal Surgery							2	2	2
Complaints Department							1	1	1
General Surgery							2	2	2
Maternity Services							1	1	1
PALS							1	1	1
Radiology							1	1	1
Service unknown							1	1	1
Radcliffe Primary Care Centre							3	3	3
Audiology							2	2	2
Haematology							1	1	1
Rochdale Infirmary							5	5	5
Gastroenterology							4	4	4
Ophthalmology							1	1	1
Royal Oldham Hospital							1	1	1
Urology							1	1	1
Total	3	3	4	4	1	1	74	76	83

Issues and concerns raised by NHS Bury patients by age group and gender against Pennine Acute Hospitals NHS Trust	Under 16	25 - 34	35 - 44	65+	Not stated		Total
	Male	Male	Male	Male	Female	Not stated	
Fairfield General Hospital		1	2		1	36	40
Accident and Emergency Department						13	13
Audiology		1					1
Colorectal Surgery						1	1
ENT			2				2
Gastroenterology						2	2
General Surgery						3	3
Oral Surgery						1	1
Orthopaedics						6	6
Paediatrics						2	2
Pain Clinic					1	1	2
Radiology						2	2
Rheumatology						1	1
Service unknown						4	4
Hospital site unknown	2			1		19	22
Anti-coagulation Service						2	2
Cardiology				1			1
ENT	2					1	3
Haematology						1	1
Medical Records						1	1
Neurology						2	2
Paediatrics						1	1
Radiology						3	3
Service unknown						7	7
Speech and Language Therapy						1	1
North Manchester General Hospital			2			10	12
Audiology						1	1
Cancer Palliative Care/Macmillan			2				2
Colorectal Surgery						2	2
Complaints Department						1	1
General Surgery						2	2
Maternity Services						1	1
PALS						1	1
Radiology						1	1
Service unknown						1	1
Radcliffe Primary Care Centre						3	3
Audiology						2	2
Haematology						1	1
Rochdale Infirmary						5	5
Gastroenterology						4	4
Ophthalmology						1	1
Royal Oldham Hospital						1	1
Urology						1	1
Total	2	1	4	1	1	74	83

1.17 Pennine Care NHS Foundation Trust:

Issues and concerns raised by NHS Bury patients by ethnicity and gender against Pennine Care NHS Foundation Trust	White: British		White: British Total	Not stated			Not stated Total	Total
	Female	Male		Female	Male	Not stated		
Audiology							2	2
CAMHS		1	1				1	2
Cancer Palliative Care/Macmillan							2	2
Complaints Department							1	1
Continence Service							5	5
Crisis Intervention	1		1					1
Dietetics							1	1
District Nursing							17	17
Health Visiting							3	3
Long Term Conditions							1	1
Memory Clinic							1	1
PALS							1	1
Podiatry				1			8	9
Primary Mental Health/Psychological therapy							11	11
Service unknown							1	1
Speech and Language Therapy							1	1
Tissue Viability		1	1					1
Treatment Room	1		1			1	5	7
Walk in Centre							7	7
Total	2	2	4	1	1	68	70	74

Issues and concerns raised by NHS Bury patients by disabilities and gender against Pennine Care NHS Foundation Trust	No		No Total	Yes	Yes Total	Chosen not to disclose	Chosen not to disclose Total	Not stated			Not stated Total	Total
	Female	Male						Female	Male	Not stated		
Audiology											2	2
CAMHS		1	1								1	2
Cancer Palliative Care/Macmillan											2	2
Complaints Department											1	1
Continence Service											5	5
Crisis Intervention						1	1					1
Dietetics											1	1
District Nursing											17	17
Health Visiting											3	3
Long Term Conditions											1	1
Memory Clinic											1	1
PALS											1	1
Podiatry								1			8	9
Primary Mental Health/Psychological therapy											11	11
Service unknown											1	1
Speech and Language Therapy											1	1
Tissue Viability				1	1							1
Treatment Room	1		1							1	5	7
Walk in Centre											7	7
Total	1	1	2	1	1	1	1	1	1	68	70	74

Issues and concerns raised by NHS Bury patients by sexual orientation and gender against Pennine Care NHS Foundation	Heterosexual		Heterosexual Total	Not stated			Not stated Total	Total
	Female	Male		Female	Male	Not stated		
Audiology							2	2
CAMHS			1	1			1	2
Cancer Palliative Care/Macmillan							2	2
Complaints Department							1	1
Continence Service							5	5
Crisis Intervention		1	1					1
Dietetics							1	1
District Nursing							17	17
Health Visiting							3	3
Long Term Conditions							1	1
Memory Clinic							1	1
PALS							1	1
Podiatry					1		8	9
Primary Mental Health/Psychological therapy							11	11
Service unknown							1	1
Speech and Language Therapy							1	1
Tissue Viability		1	1					1
Treatment Room	1		1			1	5	7
Walk in Centre							7	7
Total	2	2	4	1	1	68	70	74

Issues and concerns raised by NHS Bury patients by religious beliefs and gender against Pennine Care NHS Foundation Trust	Christian		Christian Total	Jewish	Jewish Total	No religion	No religion Total	Not stated			Not stated Total	Total	
	Female	Male		Male		Female		Female	Male	Not stated			
Audiology											2	2	2
CAMHS				1	1						1	1	2
Cancer Palliative Care/Macmillan											2	2	2
Complaints Department											1	1	1
Continence Service											5	5	5
Crisis Intervention		1		1							1	1	1
Dietetics											1	1	1
District Nursing											17	17	17
Health Visiting											3	3	3
Long Term Conditions											1	1	1
Memory Clinic											1	1	1
PALS											1	1	1
Podiatry									1		8	9	9
Primary Mental Health/Psychological therapy											11	11	11
Service unknown											1	1	1
Speech and Language Therapy											1	1	1
Tissue Viability			1	1									1
Treatment Room							1	1		1	5	6	7
Walk in Centre											7	7	7
Total		1	1	2	1	1	1	1	1	1	68	70	74

Issues and concerns raised by NHS Bury patients by age group and gender against Pennine Care NHS Foundation Trust	Under 16	16 - 24	35 - 44	45 - 54	Not stated		Total
	Male	Male	Female	Male	Female	Not stated	
Audiology							2
CAMHS			1				1
Cancer Palliative Care/Macmillan							2
Complaints Department							1
Continence Service							5
Crisis Intervention				1			1
Dietetics							1
District Nursing							17
Health Visiting							3
Long Term Conditions							1
Memory Clinic							1
PALS							1
Podiatry						1	8
Primary Mental Health/Psychological therapy							11
Service unknown							1
Speech and Language Therapy							1
Tissue Viability					1		1
Treatment Room		1		1			5
Walk in Centre							7
Total		1	1	2	1	1	68

1.18 Salford Royal NHS Foundation Trust:

Issues and concerns raised by NHS Bury patients by ethnicity and gender against Salford Royal NHS Foundation Trust	Not stated	Not stated Total	Total
	Not stated		
Cancer Palliative Care/Macmillan	1	1	1
Colonoscopy	1	1	1
Dermatology	7	7	7
General Surgery	1	1	1
Neurology	1	1	1
Orthopaedics	1	1	1
Radiology	1	1	1
Renal	1	1	1
Service unknown	1	1	1
Total	15	15	15

Issues and concerns raised by NHS Bury patients by disabilities and gender against Salford Royal NHS Foundation Trust	Not stated	Not stated Total	Total
	Not stated		
Cancer Palliative Care/Macmillan	1	1	1
Colonoscopy	1	1	1
Dermatology	7	7	7
General Surgery	1	1	1
Neurology	1	1	1
Orthopaedics	1	1	1
Radiology	1	1	1
Renal	1	1	1
Service unknown	1	1	1
Total	15	15	15

Issues and concerns raised by NHS Bury patients by sexual orientation against Salford Royal NHS Foundation Trust	Not stated	Not stated Total	Total
	Not stated		
Cancer Palliative Care/Macmillan	1	1	1
Colonoscopy	1	1	1
Dermatology	7	7	7
General Surgery	1	1	1
Neurology	1	1	1
Orthopaedics	1	1	1
Radiology	1	1	1
Renal	1	1	1
Service unknown	1	1	1
Total	15	15	15

Issues and concerns raised by NHS Bury patients by religious beliefs against Salford Royal NHS Foundation Trust	Not stated	Not stated Total	Total
	Not stated		
Cancer Palliative Care/Macmillan	1	1	1
Colonoscopy	1	1	1
Dermatology	7	7	7
General Surgery	1	1	1
Neurology	1	1	1
Orthopaedics	1	1	1
Radiology	1	1	1
Renal	1	1	1
Service unknown	1	1	1
Total	15	15	15

Issues and concerns raised by NHS Bury patients by age group against Salford Royal NHS Foundation Trust	Not stated	Total
	Not stated	
Cancer Palliative Care/Macmillan	1	1
Colonoscopy	1	1
Dermatology	7	7
General Surgery	1	1
Neurology	1	1
Orthopaedics	1	1
Radiology	1	1
Renal	1	1
Service unknown	1	1
Total	15	15

Rob McDougall
Patient Services Manager
Greater Manchester Shared Services
16 December 2016