

This is a story of a Bolton patient who took her 40 year old son to Bolton's A&E Department in November 2016. She would like to share her son's story –

“I would like to praise and thank every member of staff in the A&E department who helped us on the 3rd November 2016. The care and attention given to my son was without a doubt lifesaving!

We were so fortunate to be there when he collapsed with a massive pulmonary embolism. My son was scanned and the decision to treat him immediately was made, and this saved his life. My son and all our family are so grateful to the skilled doctors and nurses that treated him with so much care and attention; we would also like to thank all other staff in that department that looked after our son's needs and mine. The staff members were amazing with every patient and so kind, considerate and very professional without losing their human touch.

When my son was out of immediate danger he was moved the HDU and his excellent care continued there over the next few days. Every member of staff there is again really helpful and nothing is too much trouble. Our son has been so well looked after he feels very humbled by his experience, and more than grateful to be back home again and looking forward to celebrating his 40th birthday.

Please make sure that all involved in my son's care get some recognition for their work and kindness and care. Many thanks again to all concerned.”