

This is a story told by a Bolton patient called Frank who has frequently visited the Ophthalmology department. This is his story from 2018 –

‘I have visited this department several times due to complications from rheumatoid arthritis.

On each occasion I was referred by my GP in the morning, treated in the afternoon and home again with the medication by the evening. The examination was always thorough with a full explanation at every stage. If I ever needed further information the consultant's secretary in particular was always forthcoming and prompt.

I was always made welcome by every member of staff. This was particularly valuable when for the last three months I had difficulty with mobility. No matter what time of what was obviously a very busy day, the warmth of the welcome from the consultant and his whole team and the trouble everyone went to never varied. The Bolton Unit enjoys the highest reputation and deservedly so.’