

This is a story told by a Bolton patient called Lizzie who had treatment from district nursing for a burn in the summer of 2016. She would like to share her story –

“Last year I had a silly accident while cooking and badly burn myself on my arm. Initially I went to my local pharmacy for help, and they told me to keep it under cold water to take the heat out of it.

I did this but I couldn't sleep due to the pain and a blister had grown to about the size of an orange! The next morning I decided I needed more help as it hurt so much and was worried about bursting the blister, so went to A&E.

It was Saturday lunchtime so it was very busy, but the nurse I saw was great and saw me about an hour and a half after I arrived. The nurse put some cream on the burn which was instant relief! She put a bandage on my arm to protect the blister, and then wrote down some notes for me on a piece of paper saying what treatment she had given me, and the number to ring for district nursing. She said that I would need to see district nursing daily for at least the next week as it was a deep burn and it needed to be checked regularly due to a high risk of infection.

I rung district nursing the next morning and they saw me an hour later at a health centre in Horwich. Luckily I was able to drive otherwise I may not have managed to make this appointment as I live on the other side of Bolton. They changed the bandage, put some more cream on it and said that the blister had gone down.

They looked at the notes the nurse in A&E had given me as no information about me had come through yet, so needed me to talk through how the accident had happen, what treatment I had received etc. They then wrote some further notes for me to take with me ‘just in case your notes are not available for your appointment tomorrow.’

I then had an appointment every day for the next 10 days where the bandages were changed, and the burn started to heal and close up. At every appointment, I had to repeat what happened, and take the piece of paper with notes on for the nurses to see, as my notes never caught up with me so the nurses never knew why I needed an appointment with them when I arrived.

All the staff I saw were fantastic and really took care of me, but it was annoying to have to repeat my story every day!”



Bolton

Clinical Commissioning Group