

## **Commentaries**

**Amersham Vale Training Practice, 14.06.11 – 05.07.11**

## Sorted by Issue Content

<b>Record No:</b> 8267	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  " A good team,reception usually polite & helpful, experiences mostly very good, nurse excellent appointments system seems to work well."		

<b>Record No:</b> 8264	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
<b>Content:</b>  " Finding hard to book an appointment with the doctor, I wanted to see as some only works 2 days a week." Sometimes it takes 2 weeks to be seen by a doctor of my choice."  "Takes up to 2 months to see a dentist."		

<b>Record No:</b> 8263	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, Preference, N/A (Negative)		
<b>Content:</b>  " Finding hard to book an appointment with the doctor, I wanted to see as some only works 2 days a week." Sometimes it takes 2 weeks to be seen by a doctor of my choice."  "Takes up to 2 months to see a dentist."		

<b>Record No:</b> 8261	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  " Good level of service, friendly staff, as well as very helpful if additional information required."		

<b>Record No:</b> 8259	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
" I am very pleased with the service,and doctors seen at the Waldron Practice Health Centre."		

<b>Record No:</b> 8258	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>		
" I have been coming here since 1983,when the old place was here,the only problem which I have is that they do not look at the base of the problem, just giving you a prescription."		
I have a problem, with my knee, to only look and say that he thinks and prescribe tablets that did not help but made things only worse and many conditions, my eyes are being affected so I came to ask about a bllod test."		

<b>Record No:</b> 8256	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
" I have been going to this practice for 10-11 years,I never have a problem to get an appointment, I always see here the doctors I like, all the reception staff are good,, I would not change anything, as it all seems to work well."		

<b>Record No:</b> 8253	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
" I have been with this GP practice for years, and I think they are very good,they are always on time,the reception staff are very polite and helpful."		
" I called today at 8.30 and I got the appointment for today,I think this is brilliant."		

<b>Record No:</b> 8249	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
" My daughter has a spot on her bottom, we keep coming and the result is antibiotics only,not treatment, we keep coming every 3 or 4 weeks,once only not getting good treatment."		

<b>Record No:</b> 8247	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
" The waiting times can be a bit lengthy."		

<b>Record No:</b> 8246	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
" We are new to this surgery,and have visited the practice only 5 times,so far the service we have received has been of a very high standard, much better than many[places I have seen or heard of."		

<b>Record No:</b> 7933	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"A very nice surgery, Receptionist excellent"		

<b>Record No:</b> 7931	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"A very nice surgery."		

<b>Record No:</b> 7930	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"Amersham Vale staff are friendly and helpful. I recommend them to anyone. I don't think anyone can point their left hand on them. The reception staff are so good."		

<b>Record No:</b> 8025	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Communication/Information, User Information, Signposting (Positive)		
<b>Content:</b>		
"Appointment with practice nurse re travel information. Nurse very helpful and gave good information."		

<b>Record No:</b> 7929	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"Dr Singh is very good, helpful, has patience and is understanding. All reception staff are very helpful, the reception is very clean."		
The only problem is there are no parking facilities particularly if you are disabled."		

<b>Record No:</b> 8024	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>		
"Easy to book appointment. (Amersham Vale Training Practice)."		

<b>Record No:</b> 7925	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"Every thing OK"		

<b>Record No:</b> 8023	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"Everything is fine here, I've had no problems with the doctors or the office staff."		

<b>Record No:</b> 8108	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"Good Surgery" "Easy to make an appointment" "Doctors Listen" "Listen to me" "Waiting Times good"		

<b>Record No:</b> 8022	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I am happy with this GP Practice."		

<b>Record No:</b> 7924	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Accessibility, Transport/Parking, N/A (Negative)		
<b>Content:</b>		
"I am profoundly deaf and a British sign language user, I also have a disability and mobility problems. I major issue is parking, lack of disability parking. There should be a designated area for disability parking. Electronic call system all chairs need to be facing the system - deaf people cannot hear the system bleeping. Booking BSL interpreter is fairly good as I have a preferred interpreter. The receptionists are friendly and very helpful. I see one of 3 doctors in the practice and practice nurse, they are friendly and treat me with respect and dignity they listen to me."		

<b>Record No:</b> 8020	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I am quite happy with the service I get from my surgery. I get given an appointment straight away and seen."		

<b>Record No:</b> 8018	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I can see the GP for back pain, I booked the appointment this morning for 9.40 a.m. I had the choice to choose 9.40. I've been in this surgery since 1993. I've no bad comments about the service."		

<b>Record No:</b> 8245	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>  "I enjoy their services, but the only thing that baffles me is about their referral procedures." Like myself I've been complaining about back pain/leg pain over a month now, but did not get time for my scan up till this moment- and the pain is killing me, I hope a follow-up procedure needs checking."		

<b>Record No:</b> 8017	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I feel it is good."		

<b>Record No:</b> 8015	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I feel so secure and well cared for about my surgery especially my GP's that will not change it for anything else. I am with them for about 7 years. I used to live in Deptford, then moved to New Cross. I was so sad about changing my surgery, but when I find out that my surgery still cover the area where I live now I was so happy."		

<b>Record No:</b> 7920	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I feel that the service at the waldron is good, because most of the things you need done, is at hand, and with friendly people."		

<b>Record No:</b> 8012	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I have been a patient from Jan.2011, and the service had been good. The Dr's and secretaries are friendly, getting an appointment when needed and good overall this is a good practice. (Amersham Vale Practice)."		

<b>Record No:</b> 8242	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I have been in this Amersham Vale Practice for over 10 years now, is the best GP doctors in Lewisham."		
" Lewisham Hospital is the last place I want to be, in life even if I am dying, I do not want to be there, as I have had a very bad experience when I had my son."		

<b>Record No:</b> 8104	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>		
"I have been using Amersham Vale for 2 yrs,making appointments and receiving them in a timely manner, has always been straightforward.		
Treatment and advice has always been very good, I view this as an excellent resource."		

<b>Record No:</b> 8011	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
<b>Content:</b>		
"I have been waiting for an appointment 1 hour already I think is not good that there are so big delays."		

<b>Record No:</b> 8010	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I have been with this practice for one year. I think that they are very good. I have never had a problem to gain an appointment or see a doctor of my choice. The waiting time at practice is normal too."</p>		

<b>Record No:</b> 8006	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (Sexual Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Communication/Information, User Information, Condition Information (Negative)		
<b>Content:</b>		
<p>"I have come for the second time for the same checkup as recommended advice hasn't helped. It's a good practice in most areas the sexual health area my first experience wasn't nice, the women were not pleasant and provided no information. Regarding health they tend to offer good help."</p>		

<b>Record No:</b> 8003	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I have had good experiences any time I come to Amersham Vale Practice. The receptionists are very friendly and polite and the doctors are very helpful."</p>		

<b>Record No:</b> 7918	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I have just recently joined the clinic, about 2 months ago,, I have found it very good so far, I have not been to a surgery under multiple doctors before, so I was a bit scepticakl at first, but hopefully it will all be good."</p>		

<b>Record No:</b> 8102	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I have used the GP's several times and found all the doctors to be excellent, so much so I never ask for an individual because all are good."</p> <p>Have recommended to friends,sometimes it would be nice to have some reading material in waiting area, But that is a minor issue, it's excellent."</p>		

<b>Record No:</b> 8002	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (Asthma)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I needed to see a GP at one time as I was desparate to get my inhaler and at the same time I was at the beginning of my pregnancy, the staff at the reception were very helpful, I register the same day and got to see a doctor straight away."</p>		

<b>Record No:</b> 8100	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Medication, Commission, N/A (Positive)		
<b>Content:</b>		
<p>"I pick up a fortnightly prescription, which I have no problems whatsoever,staff and doctors are always very friendly."</p>		

<b>Record No:</b> 8000	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Communication/Information, User Information, Condition Information (Negative)		
<b>Content:</b>		
<p>"I think about over here it's normal: no good and no bad, very often you say that you have a problem, but they do not listen to you only are giving paracetamol. I have a problem with the bottom 3 years already and they can't find out what is wrong so I feel helpless and not supported in my illness as I do not know what to do."</p>		

<b>Record No:</b> 7917	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I think all my local services are great,no need to improve on anything"</p>		

<b>Record No:</b> 7999	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I think that here is ok I have no problem to see my doctors."		

<b>Record No:</b> 8241	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"In general what I like is the opening times,the reception staff are normally friendly, but in my case a person with several medical conditions, I find it very frustrating that if I am suffering for more than one thing at the same time the doctor won't pay attention to me, forcing me to come back the day after to explain the second problem."</p> <p>They make me feel in general like a number in the NHS,and not like a human being, as my english is not perfect, I also feel they treat me like an ignorant, and so far I have diagnosed myself better than any GP."</p> <p>They delay in sending me for xray, scanners etc,until it is late and I got worse."</p>		

<b>Record No:</b> 7998	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Comfort, Environmental, Layout/Furniture (Positive)		
<b>Content:</b>		
"It's so much bigger and nice, its always clean it's a very good centre."		

<b>Record No:</b> 7996	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"My experience with the surgery and the doctors here has been fantastic. I have been impressed with the time the doctors take talking to you and feel that they are very thorough, polite and approachable."		

<b>Record No:</b> 8098	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"My family and I are very happy with the whole practice, the receptionists are polite and friendly, and always kind on the phone and in person.</p> <p>Our GP are very helpful, and caring, and always available when needing advice or urgent appointment."</p>		

<b>Record No:</b> 7916	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"My GP consultation was excellent, the care in this practice is very positive &amp; good. I think it is a very good practice, the reception staff &amp; GP's are the best.</p>		

<b>Record No:</b> 7991	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Ok, the Practice is ok".</p>		

<b>Record No:</b> 8095	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Picked up an illness yesterday, called my local GP and they appointed me to the Amersham Vale Training practice, with good treatments."</p>		

<b>Record No:</b> 7914	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Receptionist always helpful"</p>		

<b>Record No:</b> 7989	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Medication, Commission, N/A (Negative)		
<b>Content:</b>  "Repeat prescription on the collecting is very poor. Most of the time you get to see who you want to see."		

<b>Record No:</b> 8093	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>  "Seems this surgery is getting better, but there was at times, keep times not all of them,-, but long waiting times previously."		

<b>Record No:</b> 7987	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "The Practice is very good with ok staff, nice and easy to talk to , and they are willing to help at anytime."		

<b>Record No:</b> 7913	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "The practice is very good, you can get an appointment even on the same day, which is good if you have baby or small child, they treat you always with respect and help you in every way."		

<b>Record No:</b> 8092	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "The service is very well put together,It is good they do help you with your problems, that you come to them about, also with treatments, but there is a time they don't do that even when you know what you must get for that treatment, they tend to give you something else, but so I what do I think, the service is good and helpful."		

<b>Record No:</b> 8088	<b>Date:</b> 28/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (Mental Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"This has been the best surgery, I have been with,I am diagnosed with Schizophrenia and the doctors I have seen have shown genuine concern and commitment to helping me."		

<b>Record No:</b> 7910	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"This is my second visit to the surgery, not much to judge on, but I have had a good expererience at my last appointment. ",		

<b>Record No:</b> 8233	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"This practice is very good,we are very pleased about the doctors in this practice." The only thing that needs improving is the appointment can only be booked on the day or one week before."		

<b>Record No:</b> 8231	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"This surgery is brilliant,you cannot fault the doctors and nurses who are al lvery good and excellent,even though I do not always see the same doctor, as they tend to all know my case."  This service provide monthly services so really there is nothing to change."		

<b>Record No:</b> 7909	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"Very friendly reception staff, since moved to new surgery, it is more efficient."		

<b>Record No:</b> 8229	<b>Date:</b> 05/07/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very good service altogether."		

<b>Record No:</b> 7985	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very good story to tell. Excellent service. From 2004 til now highly recommended and excellent service."		

<b>Record No:</b> 7907	<b>Date:</b> 14/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very good, doctors are very helpful, receptionists very helpful."		

<b>Record No:</b> 7983	<b>Date:</b> 21/06/2011	<b>Source:</b> Outreach, Amersham Vale Training Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very Positive Experience".		

**End of Report**