

## **Commentaries**

**Bellingham, Green Surgery, 10.01.11 – 08.02.11**

## Sorted by Issue Identified

<b>Record No:</b> 4822	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Accessibility, Distance, N/A (Positive)		
<b>Content:</b>  "My GP, the practice, the treatment is alright. The appointment system is ok. No problems really. I'm pleased that they have a baby clinic here and the staff nurse here all under one roof. Very convenient for me."		

<b>Record No:</b> 4871	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "Always able to get an appointment, staff are very friendly you never feel like you are wasting their time no problem ever too small for gp's at practice."		

<b>Record No:</b> 4889	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "Always able to get an appointment, staff are very friendly you never feel like you are wasting their time no problem ever too small for gp's at practice."		

<b>Record No:</b> 4754	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "At my local GP to get travel vaccinations done. Impressed with the service; the nurses are lovely. Only disappointment is having to pay £35 for the Yellow Fever Vaccine, yet considerably cheaper than travel firms price. Overall, very satisfied with my local GP. Could only be improved if advance doctor's appointments were allowed. On the day bookings are ineffective as often it takes a few days to get a slot. (Bellingham Green Surgery 18/01/2011) ."		

<b>Record No:</b> 4752	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "Bellingham Green Surgery - Very Good & Helpful . (Bellingham Surgery18/01/2011) ."		

<b>Record No:</b> 4870	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "Came to see Doctor after getting a letter from hospital. I booked an appointment and the surgery is always friendly and the staff approachable. Very happy with my local service."		

<b>Record No:</b> 4661	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "I am very satisfied with the service here, very polite on the telephone, most times you can get an appt, most times if it is urgent, if you come early enough on the day, you can get the appt."		

<b>Record No:</b> 4862	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "I find it very good, the doctors are very nice as well, I wish I didn't have to leave this surgery but I have moved house, so must do so." (6 mths)		

<b>Record No:</b> 4659	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "I find the doctors surgery that I belong to very helpful and always has been."		

<b>Record No:</b> 4907	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "I find them very pleasant here and very good, all these doctors here, they are all good. The chiroprapist is very good."		

<b>Record No:</b> 4742	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 been using this practice for over 20 years. What is so nice about it is that even though it is quite a large practice, it still has a feeling of an old style family practice. I am not that frequent a visitor, but everyone seems to remember me and the service I receive is affective and efficient. It is the personal touch that is important and I hope that the greater focus on management and budgets that the new white paper will introduce will not detract from the excellent care that is ultimately given. (Bellingham Surgery 15/01/11) ."</p>		

<b>Record No:</b> 4858	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 think the service is excellent at Bellingham Surgery, I have gotten perfect answers to my questions from the doctors and they have attended to me and my family perfectly."</p>		

<b>Record No:</b> 4857	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 went to the centre when I was barely a month in the area, though I did not have proof of address, I was given the opportunity to register temporary and an appointment was booked for me immediately, I saw the doctor who was very nice and got the necessary treatment, it was really good. (Sydenham Green Health Centre September 2010)"</p>		

<b>Record No:</b> 4779	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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've been one of the lucky ones, they've been really good to me. I can't bless them enough. Caring and helpful, nurses very good."</p>		

<b>Record No:</b> 4772	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 (Negative)		
<b>Content:</b>		
"Some reception staff the older ones not welcoming. They look down at the end of their nose. Need customer care training." (Torridon Road Surgery)		

<b>Record No:</b> 4769	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"The staff at Bellingham green are extremely helpful and punctual, which makes the surgery an excellent place for medical health services."		

<b>Record No:</b> 4648	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"The surgery is fantastic, the doctors actually take their time and I have seen great improvement."		

<b>Record No:</b> 4738	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"They are very helpful, only sometimes it is difficult to get an appointment on the phone. The phone is busy and when you are through there are not anymore appointments on the day. There is sometimes difficulty to see the same doctor. (Bellingham Green Surgery 18/01/2011) ."		

<b>Record No:</b> 4900	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Things are pretty good, doctors , nurses, the reception staff, all of them are helpful more than other places I've been."		

<b>Record No:</b> 4852	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 doctors is very organised and helpful."		

<b>Record No:</b> 4846	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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> "Very good surgery,with good doctors, nurses and staff."		

<b>Record No:</b> 4739	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Mental Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (NegativePositive)		
<b>Content:</b> "Seeing Psychologist on this visit. Very good service at all times. Friendly atmosphere and very helpful. (Bellingham Green, Catford 18/01/2011) ."		

<b>Record No:</b> 4916	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 (Negative)		
<b>Content:</b> "They are fine services, everything is good. All good. I haven't had any problems. General observation, no clock in the waiting room , not too much information, you cant see how long you have been waiting."		

<b>Record No:</b> 4649	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Musculoskeletal 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> "Some years ago, one of the practice nurses was a great help in suggesting to my wife and directing us towards help and support for her arthritis condition from social services."		

<b>Record No:</b> 4799	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Cost, Treatment/Care, N/A (Negative)		
<b>Content:</b>		
<p>"At my local GP to get travel vaccinations done. Impressed with the service; the nurses are lovely. Only disappointment is having to pay £35 for the Yellow Fever Vaccine, yet considerably cheaper than travel firms price. Overall, very satisfied with my local GP. Could only be improved if advance doctor's appointments were allowed. On the day bookings are ineffective as often it takes a few days to get a slot. (Bellingham Green Surgery 18/01/2011) ."</p>		

<b>Record No:</b> 4899	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Diagnosis, Omission, N/A (Negative)		
<b>Content:</b>		
<p>"This GP surgery does not always serve well. When my child is sick ,on the day only emergency appointments. But what can I do when there is no place to go. For myself , I am not getting right treatment , I have been coming with this same problem many times, but they are not giving the right information and treatment. I am worried about my health and they think that I know nothing, but the health of my children and mine are very important to me."</p>		

<b>Record No:</b> 4926	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Out of Hours (Negative)		
<b>Content:</b>		
<p>"Generally is fine but the self check system is out of service, it has been for a long time. The appointment is not flexible enough. If I want an appointment for advance, as I have to arrange with my employer, they do not give you this option. Being unable to plan your life is not working for me. I should be able to book in advance, and not only on the day.I will like to see them open on weekends so I do not have to take my annual leave to see a doctor."</p>		

<b>Record No:</b> 4912	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Out of Hours (Negative)		
<b>Content:</b>		
<p>"Generally, everything is ok but I would like to see more evening appointments as they have only one evening. I would like to see if there is specific number , where you were answered and speak with the GP, instead of waiting until they finish all their patients. In this way it could have saved me sometime in coming here."</p>		

<b>Record No:</b> 4924	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Out of Hours (Negative)		
<b>Content:</b>		
"I am family satisfied with the surgery. I do not have any problems to attain appointments and see the doctors when I want. I wish they could be opened on Saturday."		

<b>Record No:</b> 4922	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Out of Hours (Negative)		
<b>Content:</b>		
"I am happy with this surgery and Lewisham hospital. I always get appointments with this GP, another is that I would like to see Saturday appointments as I work during the week."		

<b>Record No:</b> 4920	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Out of Hours (Negative)		
<b>Content:</b>		
"I don't use the health service frequently, need vs want. The whole system is not efficient , you can wait days or weeks to see doctor. In some situations you need to see doctor immediately, working hours (surgery) are not convenient, especially for people who works 9-5. They need to be work flexible somehow. Even a nurse told me she never uses GP appointments,she goes walk-in or A&E.We tend to do that to our son."		

<b>Record No:</b> 4889	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Always able to get an appointment, staff are very friendly you never feel like you are wasting their time no problem ever too small for gp's at practice."		

<b>Record No:</b> 4798	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  <p>"At my local GP to get travel vaccinations done. Impressed with the service; the nurses are lovely. Only disappointment is having to pay £35 for the Yellow Fever Vaccine, yet considerably cheaper than travel firms price. Overall, very satisfied with my local GP. Could only be improved if advance doctor's appointments were allowed. On the day bookings are ineffective as often it takes a few days to get a slot. (Bellingham Green Surgery 18/01/2011) ."</p>		

<b>Record No:</b> 4797	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  <p>"Booked an appointment at 8am to see a doctor for personal reasons , the centre provided me with an appointment at 9.30."</p>		

<b>Record No:</b> 4868	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  <p>"Generally I am getting an appointment when I need one. I think that everything is fine here."</p>		

<b>Record No:</b> 4913	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  <p>"Generally is fine but the self check system is out of service, it has been for a long time. The appointment is not flexible enough. If I want an appointment for advance, as I have to arrange with my employer, they do not give you this option. Being unable to plan your life is not working for me. I should be able to book in advance, and not only on the day.I will like to see them open on weekends so I do not have to take my annual leave to see a doctor."</p>		

<b>Record No:</b> 4795	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"Generally speaking appointments can be difficult to obtain especially when you have to queue up at 8am and there are 10 people in front of you. Had to come in person cos no appointment available in advance over the phone yesterday..being a carer, my mum is elderly, infirm and wheelchair user, its inconvenient and time consuming."</p>		

<b>Record No:</b> 4925	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"Good range of services, and usually easy to access appointments."</p>		

<b>Record No:</b> 4794	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"GP Surgery it runs smoothly, I am able to get walk in appointments if I call early. I am happy with the service they provide. Just that if they could take advance appointment will be more convenient (Bellingham Green 17/01/2011 )."</p>		

<b>Record No:</b> 4910	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"I am family satisfied with the surgery. I do not have any problems to attain appointments and see the doctors when I want. I wish they could be opened on Saturday."</p>		

<b>Record No:</b> 4792	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"I am happy with the services, appointments ok, service is good."</p>		

<b>Record No:</b> 4923	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 am happy with this surgery and Lewisham hospital. I always get appointments with this GP, another is that I would like to see Saturday appointments as I work during the week."		

<b>Record No:</b> 4662	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 am very satisfied with the service here, very polite on the telephone, most times you can get an appt, most times if it is urgent, if you come early enough on the day, you can get the appt."		

<b>Record No:</b> 4790	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 called in to book an appointment for my daughter who has a cold, although I called late and I also got to the appointment late, I was not delayed and I was being attended to and treated well. They should keep up the good work (Bellingham Surgery) ."		

<b>Record No:</b> 4863	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"I do not really have any real complaints but I do find that you have to get up at the crack of dawn to make an appointment. I understand it but its still tedious and inconvenient."		

<b>Record No:</b> 4660	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"I find Lewisham in complete sham when trying to get an appointment and it is getting no better."		

<b>Record No:</b> 4788	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"I have always good experience with the services in Lewisham. But the appointment system is a joke. You get here and you have to wait. It is hard to get appointment at the preferred day."		

<b>Record No:</b> 4829	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 this GP 2 years. I do not have problems to get appointments. I think that everything is ok here."		

<b>Record No:</b> 4885	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"I like this surgery. Sometimes when I call on the same day I have a problem to get an appointment or even for the next day. If the docotors make referrals if they could make them a bit quicker."		

<b>Record No:</b> 4827	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 think it is spot on here, got no complaints,100%. Never really had a problem getting appointments for instance."		

<b>Record No:</b> 4784	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"I think speaking for my wife and family too, the practice and doctors here are pretty good. Sometimes awkward and got an appointment through"		

<b>Record No:</b> 4780	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"It is very difficult to get an appointment. You have to get up very early to make an appointment, it's exactly at 8 oclock especially Monday."		

<b>Record No:</b> 4773	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Over here everything seems to be all right too. I do not have problems to get appointment. I probably been quite lucky even if you call in the afternoon, you can get for the next day. I am quite satisfied with these services."		

<b>Record No:</b> 4854	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Sometime bellingham appointment system can be slow as well as sometimes you cannot get appointment on the day you want it."		

<b>Record No:</b> 4771	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"The comment I'd like to make is that appointment systems appears complicated and inconvinient . When I need to see the nurse and or then the GP maybe then the nurse again, I must obtain separate appointment for each and re-enter the process with its waiting and difficulties. Compared to my country Poland, when I need to see a doctor where one appointment, one visit, one course of treatment and the issue is resolved"		

<b>Record No:</b> 4877	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"This GP is fine , I have no problems with this place. Sometimes I have problems to see a specific doctor and I have to wait 2 weeks. Or sometimes when I went to have an appointment on the same day they say that all appointment s are gone."		

<b>Record No:</b> 4898	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"This GP surgery does not always serve well. When my child is sick ,on the day only emergency appointments. But what can I do when there is no place to go. For myself , I am not getting right treatment , I have been coming with this same problem many times, but they are not giving the right information and treatment. I am worried about my health and they think that I know nothing, but the health of my children and mine are very important to me."</p>		

<b>Record No:</b> 4876	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"This surgery is fine, the appointment system is a bit slow, when I call is fine, but the waiting time I'm in the surgery always takes time, around 8-10 minutes."</p>		

<b>Record No:</b> 4734	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"Unable to make appointments in advance. We are asked to make them on the day, this is not convenient, because when you ring up on the day. More flexibility for patients when booking appointments. (Bellingham Surgery 17/01/11 - 18/01/2011) ."</p>		

<b>Record No:</b> 4647	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"Very quick response when booking an appointment to see GP!!"</p>		

<b>Record No:</b> 4768	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"Well I'm a young 20 old , Bellingham Green Surgery is brilliant, my concern is you have to ring or come in around 8 o'clock to book appointments.I cant ring due to no phone and circumstances.I think the dotors should have free number."</p>		

<b>Record No:</b> 4843	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"When I call 8 o'clock you can get through until quarter past but later they say that all appointments are gone."</p> <p>"The doctors are fine only the appointment system has to improve."</p>		

<b>Record No:</b> 4823	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>		
<p>"My GP, the practice, the treatment is alright. The appointment system is ok. No problems really. I'm pleased that they have a baby clinic here and the staff nurse here all under one roof. Very convenient for me."</p>		

<b>Record No:</b> 4906	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Telephone (Negative)		
<b>Content:</b>		
<p>"I have a problem to get through and actually book an appointment for the time when I want. The same day or even in few days time as I love and for me sometimes, it is hard to find the time to see the doctor."</p>		

<b>Record No:</b> 4786	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
<b>Content:</b>		
<p>"I never can get appointment. Usually I come to book appointment because there is always problem to get through. I am asked to come 8 o'clock, but they said to me come back at 9 and when you are a bit late they make you feel uncomfortable. I do not care if I am here, I probably will change my doctor. I have a problem to get referral to the hospital, they are turning me away. It is waste of time. I want to have a blood test but I'm in the hospital they sent me here I have come and have to wait over an hour to see a doctor. I am not happy. I came at 8 o'clock now is 9.22 what is the sense."</p>		

<b>Record No:</b> 4774	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Telephone (Negative)		
<b>Content:</b>		
"One time I called the surgery some 40 times before I got them and then got the appointment."		

<b>Record No:</b> 4855	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Telephone (Positive)		
<b>Content:</b>		
"Services here are very good, appointments are okay when you phone up. I attend kings and UHL quite good the price of parking is not good)."		

<b>Record No:</b> 4737	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Telephone (Negative)		
<b>Content:</b>		
"They are very helpful, only sometimes it is difficult to get an appointment on the phone. The phone is busy and when you are through there are not anymore appointments on the day. There is sometimes difficulty to see the same doctor. (Bellingham Green Surgery 18/01/2011) ."		

<b>Record No:</b> 4781	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Older People's Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
<b>Content:</b>		
"It is ok here but I have a problem to get an appointment. Always they say that they are full up. You have to be here 7.45 when they open the doors because there is a problem with phoning. I am old and have breathing problems so for me it is very difficult. The doctors are fine when you can see them."		

<b>Record No:</b> 4884	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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, Registration, N/A (Positive)		
<b>Content:</b>		
"I went to the centre when I was barely a month in the area, though I did not have proof of address, I was given the opportunity to register temporary and an appointment was booked for me immediately, I saw the doctor who was very nice and got the necessary treatment, it was really good. (Sydenham Green Health Centre September 2010)"		

<b>Record No:</b> 4753	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"At Sydenham Green Surgery, I find since I have 'White Coat Syndrome', and at times I feel that waiting times can be stressful and affects my B.P which needs further (other) treatment, ie; I get 11.15 and could be seen at 12pm! (45minutes wait, why how?) But, other than that, no other complaints or issues.(Referred from Sydenham Green, 18/01/2011)"</p>		

<b>Record No:</b> 4658	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 (Positive)		
<b>Content:</b>		
<p>"I find the services provided by this surgery very good. I always get my appointments on time and the Doctors and staff professional."</p>		

<b>Record No:</b> 4830	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
<p>"I have always good experience with the services in Lewisham. But the appointment system is a joke.You get here and you have to wait. It is hard to get appointment at the preferred day."</p>		

<b>Record No:</b> 4828	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
<p>"I never can get appointment. Usually I come to book appointment because there is always problem to get through. I am asked to come 8'oclock,but they said to me come back at 9 and when you are a bit late they make you feel uncomfortable. I do not care if I am here ,I probably will change my doctor. I have a problem to get referral to the hospital, they are turning me away. It is waste of time. I want to have a blood test but I'm in the hospital they sent me here I have come and have to wait over an hour to see a doctor. I am not happy. I came at 8'oclock now is 9.22 what is the sense."</p>		

<b>Record No:</b> 4770	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 service is normally very good although here seems to be a large turnover of doctors. Waiting times are something that needs to be looked at and the handling of the jobs for children has been very poor. Bar that it's a good service."		

<b>Record No:</b> 4879	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 (Positive)		
<b>Content:</b>  "They do alright okay, very very fantstic job appointment times good."		

<b>Record No:</b> 4864	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 attend Downham medical practice, it can take up to one week to get an appointment to see any GP I find that very bad. Very frustrating you should be seen in the same week at least."		

<b>Record No:</b> 4908	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 don't use the health service frequently, need vs want. The whole system is not efficient , you can wait days or weeks to see doctor. In some situations you need to see doctor immediately, working hours (surgery) are not convenient, especially for people who works 9-5. They need to be work flexible somehow. Even a nurse told me she never uses GP appointments,she goes walk-in or A&E.We tend to do that to our son."		

<b>Record No:</b> 4824	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Mental Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
<b>Content:</b>  "I'm very happy with my doctor. She's been treating me, she is great, she is wonderful. The only grievance I have is that I've been waiting for counselling, taking forever to see IAPT."		

<b>Record No:</b> 4750	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 (Negative)		
<b>Content:</b>  "Doctors are always rushing and I always feel I'm wasting their time. I feel they only will give attention if you have an extreme illness or you are dying. I hate coming to the doctor and always put it off until I can. (Bellingham Service 18/01/2011) ."		

<b>Record No:</b> 4869	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "Excellent Care Always."		

<b>Record No:</b> 4749	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "Excellent caring service . (Bellingham Surgery 11/01/2011) ."		

<b>Record No:</b> 4911	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 range of services, and usually easy to access appointments."		

<b>Record No:</b> 4747	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "GP Surgery it runs smoothly, I am able to get walk in appointments if I call early. I am happy with the service they provide. Just that if they could take advance appointment will be more convenient (Bellingham Green 17/01/2011) ."		

<b>Record No:</b> 4793	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 a mother for 2 children and recently delivered a baby girl in Lewisham Hospital (26/12/2010). I like the services provided by both Lewisham and my local surgery. I would like to see same improvements CHC (Child Health Clinic) in my local surgery (Bellingham)."		

<b>Record No:</b> 4910	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 family satisfied with the surgery. I do not have any problems to attain appointments and see the doctors when I want. I wish they could be opened on Saturday."		

<b>Record No:</b> 4866	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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> 4909	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 surgery and Lewisham hospital. I always get appointments with this GP, another is that I would like to see Saturday appointments as I work during the week."		

<b>Record No:</b> 4791	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 access I have to services and the way services work for me and my family."		

<b>Record No:</b> 4744	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 called in to book an appointment for my daughter who has a cold, although I called late and I also got to the appointment late, I was not delayed and I was being attended to and treated well. They should keep up the good work (Bellingham Surgery) ."		

<b>Record No:</b> 4862	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 find it very good, the doctors are very nice as well, I wish I didn't have to leave this surgery but I have moved house, so must do so." (6 mths)		

<b>Record No:</b> 4673	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 find the doctors surgery that I belong to very helpful and always has been."		

<b>Record No:</b> 4657	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 find the services provided by this surgery very good. I always get my appointments on time and the Doctors and staff professional."		

<b>Record No:</b> 4861	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 find things alright."		

<b>Record No:</b> 4655	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 coming to this centre for almost 4 years and the service is a very good one. I never had anything to complain. Everytime I come here I'm very well treated."		

<b>Record No:</b> 4787	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 using this GP 2 years. I do not have problems to get appointments. I think that everything is ok here."		

<b>Record No:</b> 4859	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 like this surgery. Sometimes when I call on the same day I have a problem to get an appointment or even for the next day. If the docotors make referrals if they could make them a bit quicker."		

<b>Record No:</b> 4785	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 it is spot on here, got no complaints,100%. Never really had a problem getting appointments for instance."		

<b>Record No:</b> 4826	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 speaking for my wife and family too, the practice and doctors here are pretty good. Sometimes awkward and got an appointment through"		

<b>Record No:</b> 4783	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 the GP in Bellingham green provide good service and the doctors are good as well. The only thing is with the hospital waiting list. You have to wait approximately two weeks at least to be seen by a specialist."		

<b>Record No:</b> 4917	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 use NHS dentist and I am happy with him. I do not have any problems to get an appointment. I think that the treatment in this GP surgery is good."		

<b>Record No:</b> 4782	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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'm very happy with my doctor. She's been treating me, she is great, she is wonderful. The only grievance I have is that I've been waiting for counselling, taking forever to see IAPT."		

<b>Record No:</b> 4903	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"It's good, no problems here at this surgery."		

<b>Record No:</b> 4740	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Only good things to say about this practice! (Dr. Sharp especially). (Female, White British 60+) (15 years with GP). (Bellingham Surgery) ."		

<b>Record No:</b> 4821	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Over here everything seems to be all right too. I do not have problems to get appointment. I probably been quite lucky even if you call in the afternoon, you can get for the next day. I am quite satisfied with these services."		

<b>Record No:</b> 4881	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Services here are very good, appointments are okay when you phone up. I attend kings and UHL quite good the price of parking is not good)."		

<b>Record No:</b> 4820	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 normally very good although here seems to be a large turnover of doctors. Waiting times are something that needs to be looked at and the handling of the jobs for children has been very poor. Bar that it's a good service."		

<b>Record No:</b> 4648	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 surgery is fantastic, the doctors actually take their time and I have seen great improvement."		

<b>Record No:</b> 4902	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 surgery suits me fine, as long as we know how it works."		

<b>Record No:</b> 4901	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"They are fine services, everything is good. All good. I haven't had any problems. General observation, no clock in the waiting room , not too much information, you cant see how long you have been waiting."		

<b>Record No:</b> 4853	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"They do alright okay, very very fantstic job appointment times good."		

<b>Record No:</b> 4851	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 GP is fine , I have no problems with this place. Sometimes I have problems to see a specific doctor and I have to wait 2 weeks. Or sometimes when I went to have an appointment on the same day they say that all appointment s are gone."		

<b>Record No:</b> 4850	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 GP surgery is OK,, I think that in the future with introducing the budgets my GP we will suffer. I am very concerned about NHS transitions, I think that vulnerable people will suffer (elderly, diabetics) I will like that government help the services as they are."		

<b>Record No:</b> 4897	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 a fantastically well designed team who provided excellent and rapid care to my mother using a multi-disciplinary approach. I was very impressed with the level of care provided across health and social care." (Intermediate Care Team, Lewisham)		

<b>Record No:</b> 4848	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 fine, the appointment system is a bit slow, when I call is fine, but the waiting time I'm in the surgery always takes time, around 8-10 minutes."		

<b>Record No:</b> 4847	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 surgery, with good doctors, nurses and staff."		

<b>Record No:</b> 4819	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Well I'm a young 20 old , Bellingham Green Surgery is brilliant, my concern is you have to ring or come in around 8 o'clock to book appointments.I cant ring due to no phone and circunstances.I think the dotors should have free number."		

<b>Record No:</b> 4767	<b>Date:</b> 26/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"Wells Park Practice quite satisfied for ourselves. Confused with other comments I hear which can be negative about the hospital. I'm prepared or accept the situation for what it is busy, under strain, etc, people are impatient but me just got on with it,the (our) treatment has always been ok."		

<b>Record No:</b> 4844	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>		
"When I call 8 o'clock you can get through until quarter past but later they say that all appointments are gone."		
"The doctors are fine only the appointment system has to improve."		

<b>Record No:</b> 4895	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  Generally, I am happy with this GP practice. Everything seems to work for me. I have not experienced any problems so far."		

<b>Record No:</b> 4886	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I had my daughter there, generally it was ok, but some of the midwives were "horrible" (problems beds and needs). The walk in baby centre on a Mon at B.G. was very good. (Maternity Mar 2010 UHL)"		

<b>Record No:</b> 4776	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "My GP, the practice, the treatment is alright. The appointment system is ok. No problems really. I'm pleased that they have a baby clinic here and the staff nurse here all under one roof. Very convenient for me."		

<b>Record No:</b> 4654	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Skin 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 severe leg ulcers and I have found that the services here are very good. They will go to any lengths to make sure you're getting the proper treatment."		

<b>Record No:</b> 4796	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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 (Positive)		
<b>Content:</b>  "Everytime when I was in the hospitals and GP everything was good. I can see this same doctors , they appear with me straight. I can see no fault in this place."		

<b>Record No:</b> 4736	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "They are very helpful, only sometimes it is difficult to get an appointment on the phone. The phone is busy and when you are through there are not anymore appointments on the day. There is sometimes difficulty to see the same doctor. (Bellingham Green Surgery 18/01/2011) ."		

<b>Record No:</b> 4878	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "This GP is fine , I have no problems with this place. Sometimes I have problems to see a specific doctor and I have to wait 2 weeks. Or sometimes when I went to have an appointment on the same day they say that all appointment s are gone."		

<b>Record No:</b> 4849	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<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>  "This practice has been my family doctors for 30 plus years and I am saddened that though I am only moving up the road off the estate I have to change doctors. Why can this not be changed surely it is less expensive for those who already know patients history."		

**End of Report**