

Commentaries

Boundfield Road Surgery, 03.03.11 – 24.03.11

Sorted by Issue Identified

Record No: 5682	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content: "Very good here, whenever I need an appt, I get one! Having a diabetic nurse here is convenient, saves me having to go miles (3rd visit). The practice works well for me, no complaints."		

Record No: 6498	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Accessibility, Distance, N/A (Negative)		
Content: "I don't really have to use the services that much. Normally, access to treatment/appointments is pretty good. What gets me annoyed, is if I need an appointment, I must ring before 9.30am the day before! I think that's ridiculous (if I ring after 9.30 am I CAN'T make an appointment)! Treatment OK. It's a petty also that you can't get blood tests done here, it's not right to have to go elsewhere."		

Record No: 6490	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Treatment good, happy with appointment system and waiting times. Staff polite."		

Record No: 6016	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "I have been here for 20 years, the receptionists are very friendly and all the doctors are good. Vert happy with the service."		

Record No: 6017	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "I have been very happy with the service here. The staff are very friendly here. I have been coming here 16 years. I think that my doctor was excellent, he sent me for a blood test and heart scan, which was good."		

Record No: 6026	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Service is good, all staff are very polite and treatment is good. Appointment system quite good. UHL service very good."		

Record No: 6566	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): ("Provider Not Known") (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: Service good, staff polite, appointment system needs to be improved, waiting time needs to be improved.,		

Record No: 6570	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): (Provider Not Known) (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: Service and treatment is good, staff polite,happy with the appointment system,waiting at appointment not good due to having one doctor, who has arrived late at times. .		

Record No: 6029	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Staff OK, treatment OK, appointment system needs to be improved. Fairly new."		

Record No: 6577	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): (Provider Not Known) (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Service and staff very polite, not happy with the treatment as the doctor does not examine properly, thinking of changing surgery" " Telephone appointments needs to be improved, problem getting through" "UHL very happy with the baby clinic"..		

Record No: 6036	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"We find services alright. It is friendly, I am happy with things here."		

Record No: 6060	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Treatment excellent, appointment system good, staff friendly."		

Record No: 6069	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"It's been great, registered for 6-7 years, by far the best doctor I've known is Dr Pavar, she really knows here patients. My son was seen, had some serious issues (chest infection) and Dr Pavar contacted me and said take him to A&E for peace of mind (out of hours service), so who else would do that got their patients! Excellent care and service. The appointment system always works well for me."		

Record No: 5696	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Treatments good, needs another doctor, staff positive. Appointment needs to be improved. UHL treatment OK."		

Record No: 5722	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I'm very happy here with the personal/human touch that the staff (reception) have. It appears to me also that with the reforms/changes coming up, we might lose that factor!"		

Record No: 5693	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Treatments very good, quite friendly surgery, appointment system could be improved. Got an emergency appointment very pleased with it."		

Record No: 5679	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Well, here the services are good, I feel it's somewhat better than the last surgery - sometimes I think the appt system here suits me more. Staff here are friendly/treatment is excellent."		

Record No: 5706	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "The surgery here is fine, friendly and I got on well with my doctor, appts work for me!"		

Record No: 5713	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Staff very good. Treatment very good. Appointment system not good. Very pleased got an appointment but this is not normal."		

Record No: 5699	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Treatment good, staff very nice, happy with the appointment system, new to the area."		

Record No: 5730	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, User Information, Signposting (Positive)		
Content:		
"2nd visit here. 2 toilets, one still out of use. Pleasant seating area. Loads of notice boards, areas for leaflets. 2 screens about the medical centre."		

Record No: 5731	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Sanitation, Environmental, Hygiene (Negative)		
Content:		
"2nd visit here. 2 toilets, one still out of use. Pleasant seating area. Loads of notice boards, areas for leaflets. 2 screens about the medical centre."		

Record No: 5707	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral, N/A (Positive)		
Content:		
"The service is alright, treatment is fine, referrals are good. Appts work for me usually when I need to see the doctor. I can get appt say next day. "There was a long wait at UHL, so Dr Pavar referred me to a private hospital, that was helpful."		

Record No: 6039	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
Content:		
"When u make appts, it's a bit sad that if u ring today 9am, can't get appt that day, maybe not for 2 days! That is the norm. Very inconvenient considering I work nights! Apart from that, things are OK."		

Record No: 5724	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"I don't really have to use surgery/services very often but when I do it's very good (for me). My daughter (2 years), if I need an early appt, I can get it."		

Record No: 5684	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Very good here, whenever I need an appt, I get one! Having a diabetic nurse here is convenient, saves me having to go miles (3rd visit). The practice works well for me, no complaints."		

Record No: 5591	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"I am very happy with the surgery, receptionists and doctors are all good. The treatment is very good. It is fairly easy to get an appointment. UHL service is very poor in womens departments, some equipment broken, this have to be improved, staff are relaxed about situation."		

Record No: 5595	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Alright so far, being cared for, refered from here to UHL (chest), very much cared for here, 6 months check-ups, well women also. Very good at the practice, no issues/problems with appointments."		

Record No: 6492	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Treatment good, happy with appointment system and waiting times. Staff polite."		

Record No: 6565	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): ("Provider Not Known") (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
Service good, staff polite, appointment system needs to be improved, waiting time needs to be improved.,		

Record No: 6569	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): (Provider Not Known) (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: Service and treatment is good, staff polite,happy with the appointment system,waiting at appointment not good due to having one doctor, who has arrived late at times.		

Record No: 6027	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Service is good, all staff are very polite and treatment is good. Appointment system quite good. UHL service very good."		

Record No: 6578	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): (Provider Not Known) (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Service and staff very polie, not happy with the treatment as the doctor does not examine properly, thinking of changing surgery" " Telephone appoitments needs to be improved, problem getting through" "UHL very happy with the baby clinic"..		

Record No: 6033	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Treatment is very good, staff very good. Only waiting for appointment: called 4 pm on Monday and had to wait until Thuersday or Friday on an appointment. Appointment system not so good."		

Record No: 6061	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Treatment excellent, appointment system good, staff friendly."		

Record No: 6063	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Tracy made an appointment for me, and got an appointment straight away."		

Record No: 6073	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Appointment system poor, want to make appointment in advance but cannot. Waiting around instead."		

Record No: 6066	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Receptionists improved, but appointment process difficult. Difficult to see a doctor. 1 doctor not good enough."		

Record No: 5701	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Treatment fine, staff fine, appointment system has improved."		

Record No: 6500	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Downham Way, treatment good. Appointment system needs to be improved."		

Record No: 6499	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"I don't really have to use the services that much. Normally, access to treatment/appointments is pretty good. What gets me annoyed, is if I need an appointment, I must ring before 9.30am the day before! I think that's ridiculous (if I ring after 9.30 am I CAN'T make an appointment)! Treatment OK. It's a petty also that you can't get blood tests done here, it's not right to have to go elsewhere."</p>		

Record No: 6496	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"It's been great, registered for 6-7 years, by far the best doctor I've known is Dr Pavar, she really knows here patients. My son was seen, had some serious issues (chest infection) and Dr Pavar contacted me and said take him to A&E for peace of mind (out of hours service), so who else would do that got their patients! Excellent care and service. The appointment system always works well for me."</p>		

Record No: 6495	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"Things are alright! Appointments OK for me. No other problems or issues really. I'll just say it's OK."</p>		

Record No: 6494	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"Treatment good, appointment system good. Waiting times due to one doctor. Staff good."</p>		

Record No: 5726	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"Everything is pretty good, staff, doctor, treatment, no real complaints. Sometimes appts can be a pain!"</p>		

Record No: 5692	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"Treatments very good, quite friendly surgery, appointment system could be improved. Got an emergency appointment very pleased with it."		

Record No: 5691	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Treatments very good, quite friendly surgery, appointment system could be improved. Got an emergency appointment very pleased with it."		

Record No: 5680	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Well, here the services are good, I feel it's somewhat better than the last surgery - sometimes I think the appt system here suits me more. Staff here are friendly/treatment is excellent."		

Record No: 5703	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"This practice is OK, I always get an appt when I need one, I don't come often but I do get 'repeat prescriptions' and that works for me."		

Record No: 5714	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"Staff OK, treatment OK, appointment system needs to be improved. Fairly new."		

Record No: 5716	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Service very good. Treatment very good. Appointment system good. 62 years at surgery."		

Record No: 5708	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "The service is alright, treatment is fine, referrals are good. Appts work for me usually when I need to see the doctor. I can get appt say next day. "There was a long wait at UHL, so Dr Pavar referred me to a private hospital, that was helpful."		

Record No: 5705	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "The surgery here is fine, friendly and I got on well with my doctor, appts work for me!"		

Record No: 5711	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Staff very good. Treatment very good. Appointment system not good. Very pleased got an appointment but this is not normal."		

Record No: 5698	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Treatment good, staff very nice, happy with the appointment system, new to the area."		

Record No: 5728	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"At the moment everything is OK/surgery runs on time most times. If I don't see the doctor on the day, I got to see the next day. Never any problems really!"		

Record No: 5704	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Things are good/OK. Basically, I was able to get an appt today for my son, which is what I like, don't use the surgery much so can't comment on the way appts go."		

Record No: 5721	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"It's terrible to try and get appts, poor for me at South Lewisham, but my mum has been trying for days to get appt here. They do put kids 1st tho' which isn't bad. U can be waiting up to 45 mins on the phone and then be told none (appt) available. Ring back, rinf back!!! I love my doctors apart from that. My mum had 'bad' flu, but ended up going to the hospital for treatment. Not always like that tho."		

Record No: 5582	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"Recently phone hours have been down, so that has been very inconvinient. But un the past the service has been very good, can't complain."		

Record No: 6020	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Social Care)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"It can be very difficult to make an appointment what is done to the phone system and the access also. Even if I phone they say that you may have to come in person and book in! (what if you are at work). Very frustrating (especially for kids appointments)... Yesterday the system was down. I am getting to the point were I would like to change. The doctors are brilliant here, it is just getting an appointment."		

Record No: 6489	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Positive)		
Content: "Treatment good, phone system good, diabetic nurse good. Being seen for diabetes check up. The only drawback of the surgery is 1 doctor."		

Record No: 5720	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
Content: "It's terrible to try and get appts, poor for me at South Lewisham, but my mum has been trying for days to get appt here. They do put kids 1st tho' which isn't bad. U can be waiting up to 45 mins on the phone and then be told none (appt) available. Ring back, rinf back!!! I love my doctors apart from that. My mum had 'bad' flu, but ended up going to the hospital for treatment. Not always like that tho."		

Record No: 5573	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Registration, N/A (Negative)		
Content: "This is my first visit, just have registred. It took a long time to do so so worry me a bit as I have 3 months old baby. This was done to this that I had truble with my ID, updating the address, etc., They did not to go ahed until all my details were OK. So in the meantime I had to go with the baby to the clinic. There was very good and fine."		

Record No: 6491	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content: "Treatment good, happy with appointment system and waiting times. Staff polite."		

Record No: 6054	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: "Uses South Lewisham for blood checks, problem queuing, especially when one person is on."		

Record No: 6564	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): ("Provider Not Known") (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: Service good, staff polite, appointment system needs to be improved, waiting time needs to be improved.,		

Record No: 6568	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): (Provider Not Known) (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: Service and treatment is good, staff polite,happy with the appointment system,waiting at appointment not good due to having one doctor, who has arrived late at times.		

Record No: 6493	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: "Treatment good, appointment system good. Waiting times due to one doctor. Staff good."		

Record No: 5729	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content: "At the moment everything is OK/surgery runs on time most times. If I don't see the doctor on the day, I got to see the next day. Never any problems really!"		

Record No: 5678	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content: "When u make appts, it's a bit sad that if u ring today 9am, can't get appt that day, maybe not for 2 days! That is the norm. Very inconvenient considering I work nights! Apart from that, things are OK."		

Record No: 5575	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Positive)		
Content:		
<p>"She is a great doctor here (Dr Pavar)... She never stops helping people out, the nurses are very good people too, they do an excellent service! Appointment system is working for me. UHL - great hospital for me, first class service (10 years with the practice)."</p>		

Record No: 5570	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
<p>"Treatment is very good, staff very good. Only waiting for appointment: called 4 pm on Monday and had to wait until Thursday or Friday on an appointment. Appointment system not so good."</p>		

Record No: 5584	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Social Care)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
<p>"It can be very difficult to make an appointment what is done to the phone system and the access also. Even if I phone they say that you may have to come in person and book in! (what if you are at work). Very frustrating (especially for kids appointments)... Yesterday the system was down. I am getting to the point were I would like to change. The doctors are brilliant here, it is just getting an appointment."</p>		

Record No: 6057	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Treatment good, phone system good, diabetic nurse good. Being seen for diabetes check up. The only drawback of the surgery is 1 doctor."</p>		

Record No: 5683	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Very good here, whenever I need an appt, I get one! Having a diabetic nurse here is convenient, saves me having to go miles (3rd visit). The practice works well for me, no complaints."</p>		

Record No: 5592	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I am very happy with the surgery, receptionists and doctors are all good. The treatment is very good. It is fairly easy to get an appointment. UHL service is very poor in womens departments, some equipement broken, this have to be improved, staff are relaxed about situation."</p>		

Record No: 5587	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I find it very good generally, but sometimes you have to wait a while for appointments, This is the only disadvantage. Especially on Monday you can wait up to 2 days to see the doctor. The receptionists are polite and helpful, Dr Perone very good, helpful and interesting. She is very good, very pleased to be a patient of this GP."</p>		

Record No: 5585	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I have been very happy with the service here. The staff are very friendly here. I have been coming here 16 years. I think that my doctor was excellent, he sent me for a blood test and heart scan, which was good."</p>		

Record No: 5586	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I have been here for 20 years, the recepconists are very friendly and all the doctors are good. Vert happy with the service."</p>		

Record No: 5583	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"It's good, it's OK - any of the services we use are OK. It's alright here."</p>		

Record No: 5596	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Alright so far, being cared for, refered from here to UHL (chest), very much cared for here, 6 months check-ups, well women also. Very good at the practice, no issues/problems with appointments."		

Record No: 5571	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Treatment is very good, staff very good. Only waiting for appointment: called 4 pm on Monday and had to wait until Thursday or Friday on an appointment. Appointment system not so good."		

Record No: 5580	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Service is good, all staff are very polite and treatment is good. Appointment system quite good. UHL service very good."		

Record No: 5574	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"They look after us quiet well, no problems. All good (15 years with the practice)."		

Record No: 5569	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"We find services alright. It is friendly, I am happy with things here."		

Record No: 6059	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Treatment good, appointment system good. Waiting times due to one doctor. Staff good."		

Record No: 6024	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"It's terrible to try and get appts, poor for me at South Lewisham, but my mum has been trying for days to get appt here. They do put kids 1st tho' which isn't bad. U can be waiting up to 45 mins on the phone and then be told none (appt) available. Ring back, rinf back!!! I love my doctors apart from that. My mum had 'bad' flu, but ended up going to the hospital for treatment. Not always like that tho."		

Record No: 5710	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Surgery very good."		

Record No: 6567	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): ("Provider Not Known") (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
Service good, staff polite, appointment system needs to be improved, waiting time needs to be improved.,		

Record No: 5677	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"When u make appts, it's a bit sad that if u ring today 9am, can't get appt that day, maybe not for 2 days! That is the norm. Very inconvenient considering I work nights! Apart from that, things are OK."		

Record No: 6571	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): (Provider Not Known) (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: Service and treatment is good, staff polite,happy with the appointment system,waiting at appointment not good due to having one doctor, who has arrived late at times.		

Record No: 6575	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): (Provider Not Known) (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content: "Service and staff very polite, not happy with the treatment as the doctor does not examine properly, thinking of changing surgery" " Telephone appoitments needs to be improved, problem getting through" "UHL very happy with the baby clinic"..		

Record No: 6580	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I am extremely happy with Dr Pavar, she is an excellent dcotr and her staff are professional but friendly and supportive. Although it is true I sometimes have to wait maybe 20 mins over my appointment time I am satisfied to do so because I know Dr Pavar is thorough and does not rush her patients."		

Record No: 6062	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Treatment excellent, appointment system good, staff friendly."		

Record No: 6070	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I don't really have to use the services that much. Normally, access to treatment/appointments is pretty good. What gets me annoyed, is if I need an appointment, I must ring before 9.30am the day before! I think that's ridiculous (if I ring after 9.30 am I CAN'T make an appointment)! Treatment OK. It's a petty also that you can't get blood tests done here, it's not right to have to go elsewhere."</p>		

Record No: 6067	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"My husband and I have been patients here for some years (2008). The experience hasn't been great, but we feel that it's just one of those things!"</p>		

Record No: 6071	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Downham Way, treatment good. Appointment system needs to be improved."</p>		

Record No: 6064	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Things are alright! Appointments OK for me. No other problems or issues really. I'll just say it's OK."</p>		

Record No: 6058	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Treatment good, happy with appointment system and waiting times. Staff polite."</p>		

Record No: 5697	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Treatments good, needs another doctor, staff positive. Appointment needs to be improved. UHL treatment OK."		

Record No: 5702	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Treatment fine, staff fine, appointment system has improved."		

Record No: 5725	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I don't really have to use surgery/services very often but when I do it's very good (for me). My daughter (2 years), if I need an early appt, I can get it."		

Record No: 6497	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "It's been great, registered for 6-7 years, by far the best doctor I've known is Dr Pavar, she really knows here patients. My son was seen, had some serious issues (chest infection) and Dr Pavar contacted me and said take him to A&E for peace of mind (out of hours service), so who else would do that got their patients! Excellent care and service. The appointment system always works well for me."		

Record No: 5727	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Everything is pretty good, staff, doctor, treatment, no real complaints. Sometimes appts can be a pain!"		

Record No: 5694	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Treatments very good, quite friendly surgery, appointment system could be improved. Got an emergency appointment very pleased with it."		

Record No: 5681	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Well, here the services are good, I feel it's somewhat better than the last surgery - sometimes I think the appt system here suits me more. Staff here are friendly/treatment is excellent."		

Record No: 5715	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Staff OK, treatment OK, appointment system needs to be improved. Fairly new."		

Record No: 5581	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Recently phone hours have been down, so that has been very inconvenient. But in the past the service has been very good, can't complain."		

Record No: 5717	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Service very good. Treatment very good. Appointment system good. 62 years at surgery."		

Record No: 5709	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "The service is alright, treatment is fine, referrals are good. Appts work for me usually when I need to see the doctor. I can get appt say next day. "There was a long wait at UHL, so Dr Pavar referred me to a private hospital, that was helpful."		

Record No: 5578	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Service is good, all staff are very polite and treatment is good. Appointment system quite good. UHL service very good."		

Record No: 5576	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "She is a great doctor here (Dr Pavar)... She never stops helping people out, the nurses are very good people too, they do an excellent service! Appointment system is working for me. UHL - great hospital for me, first class service (10 years with the practice)."		

Record No: 5712	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Staff very good. Treatment very good. Appointment system not good. Very pleased got an appointment but this is not normal."		

Record No: 5700	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Treatment good, staff very nice, happy with the appointment system, new to the area."		

Record No: 5594	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Everything really good at surgery. UHL Children services very good."		

Record No: 6021	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Social Care)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"It can be very difficult to make an appointment what is done to the phone system and the access also. Even if I phone they say that you may have to come in person and book in! (what if you are at work). Very frustrating (especially for kids appointments)... Yesterday the system was down. I am getting to the point were I would like to change. The doctors are brilliant here, it is just getting an appointment."		

Record No: 5572	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"This is my first visit, just have registred. It took a long time to do so so worry me a bit as I have 3 months old baby. This was done to this that I had truble with my ID, updating the address, etc., They did not to go ahed until all my details were OK. So in the meantime I had to go with the baby to the clinic. There was very good and fine."		

End of Report