

Commentaries

Brockley Road Surgery, 23.05.11 – 20.06.11

Sorted by Issue Content

Record No: 7955	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Attended the surgery last week,and was advised to return this week for a followup."</p> <p>"I have been using this surgery for 10 years now, over the last year and particularly during the last six months, I have noticed a marked improvement in the appointment system and the customer service."</p> <p>"All services that I have used in the Lewisham borough seems to have improved a great deal."</p>		

Record No: 7862	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Because mostly when I have book appointment by calling them in morning 8.00 am.They put phone on busy until 8.30am phone still busy when they answer they have booked all appointment already."</p>		

Record No: 7416	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Been here for about 3 years been very nice.fine surgery.very happy with treatment and service."</p>		

Record No: 7904	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Book on the day system isn't convenient for people with children.Overall the practise is quite good and I have no reason to leave. "</p>		

Record No: 7952	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Booking system is poor as unable to book 2 days in advance, waiting room should have BBC news or alike."</p>		

Record No: 7415	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Brilliant Practise use to be one doctor now there is practise with many doctors."		

Record No: 7903	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Brockley Road Surgery, ia good surgery with pleasant staff who keep patients informed ."		

Record No: 7860	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Brockley surgery is good and nice health center.honestly for me the surgery is very good "		

Record No: 7414	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Came to get travel advice and hyp A and B injections.Nurses are very friendly. Printed all the dangers in the countries I am about to visit and scheduled my appointments.I am very happy about the service provided. "		

Record No: 7413	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Came with my little girl today rang in morning and got a good appointment. Like the system the GP surgery here. I've never had any complaints considering the amount of time I've come here with my little one."		

Record No: 7859	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Diabetes and high blood pressure since 2004.Following homelessness and not living properly."		

Record No: 7949	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Doctors can not really help as when they try to their actions are reversed by Lewisham PCT, they do try their best though."		

Record No: 7412	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Doctors do not know enough about fibromyalgia.Do not understand it,most do not care about illness.Not just from this doctors but all."		

Record No: 7411	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Doctors fantastic they look after me. Easy to make appointments Renewing prescription system is good.Reception satisfactory."		

Record No: 7901	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"During my last pregnancy I had a lot of trouble with my health, I had problems with my feet and my doctor was always there for me and helped me, pull through mentally and physically. She listened to me all the time."		

Record No: 7410	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Even though I have registered with this surgery for over 15years ,I have not been involved in any activities nor being invited, therefore I have nothing to say.Possibly would like to be if I am invited or informed."		

Record No: 7409	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Good outcomes towards my problems. "		

Record No: 7948	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Good Service,giving 99% out 100%,always polite,waiting times vary average 10 mins,diifcult sometimes to get through to book an appointment."		

Record No: 7408	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Gp services are good.Emergency appointments are widely available in the same day.It would be better if you could see the same doctor everytime as it makes the service feel more personal and easier to discuss issues.Later Opening/earlier opening hours would be useful. "		

Record No: 7899	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Happy with the service I get .Difficult sometimes but inevitable.Have problems with referral to hospitals takes a long time to get seen. Problem with Nhs because of pressure on them. "		

Record No: 7944	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (Asthma)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I am asthmatic and the surgery is good at reminding review appointments, the appointment system could be organised a bit better."		

Record No: 7418	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I cannot get appointment when I want one .I tried on Friday but could not get an appointment as there was only one doctor on duty.Telephone to make appointment, you can not get through it tells you to press 5 for ring back but no one rings you back."		

Record No: 7857	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I did have a big cyst in my head before 8 months ago which was painful and the Gp didn't refer me to remove that in hospital.He said they don't do it on nhs and I did it myself after 6 months I have to squeeze it 3 months to completely remove it.I was so sad.lots of fluid. Now I am here for the swollen finger ,I think it is fractured but the Gp say it is swollen.I went to x-ray after one and a half month and I did get result which is good by the Gp.But the x-ray men who worked there said it was a fracture,so who do I believe.My fingers is still swollen "</p>		

Record No: 7898	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I don't have much to say its ok.there is nothing bad about here.Clean, friendly.Doctor is ok. "</p>		

Record No: 7417	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I feel confident in my GP Practise always .I am able to see a doctor on the day I ring up for an appointment."</p>		

Record No: 7591	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I feel confident in my GP Practise always .I am able to see a doctor on the day I ring up for an appointment."</p>		

Record No: 7407	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I find the surgery fine bit seeing the same doctor for the same problem is impossible.It would be a lot better if you saw the same doctor for each problem."</p>		

Record No: 7942	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I find the surgery quite good, and waiting times are usually ok,people quite friendly and surgery and waiting room nice and clean."</p>		

Record No: 7420	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I got my appointment date wrong to examine my cataract for almost six months now but still struggling to get another appointment since then."		

Record No: 7855	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I had back surgery coupled with fractured ankle.as far as my experience with surgery.There is a great improvement since the past 2 years. Before/when doctor Khan left the service was very very poor but now I can recommend this surgery to my friend.I hope this service can be maintained "		

Record No: 7938	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have always been well treated and be made to feel comfortable,as have my children." "The waiting times are also very good,as is the ease of booking appointments,usually on the same day."		

Record No: 7935	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have always relied on this surgery,for myself and my family, the surgery meets all my needs to a very high standard,		

Record No: 7897	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been a patient at this surgery for many years through difficulties and changes in the practice." "Since the old GP left, there had been a significant improvement in the standard in the practice, ie. appointment system is good, more doctors available for consultation, you are given time with the doctor, you are not straight in and out like the old days."		

Record No: 7894	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been coming to this surgery for just over 6 years and I would not change for anywhere else including my families."		

Record No: 7854	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been looked after.Very good surgery."		

Record No: 7981	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been with this surgery many years since my children were born,I would not coose any other surgery."		

Record No: 7406	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have found doctors very helpful.We have been seen in emergency straight away which was excellent.sometimes I would have liked to have been advised about my baby's allergies bit sooner."		

Record No: 7980	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have had a few reviews in the post and I'm concerned about the poor assessments, that I have had." "As a clinical nurse specialist I have a good idea of how a basic assessment should look." "Lewisham Hospital need to improve its hygiene standards especially A&E."		

Record No: 7405	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have just recently moved from the North-West London and was absolutely appauled by the treatment I was receiving at my previous doctors in edgware (stag lane).It is easy to book appointments around my busy schedule.."		

Record No: 7853	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Content:		
"I have type 2 diabetes discovered by this surgery.They check me twice a year and send me for a blood test once a year and I have a retinopathy scan once a year. "		

Record No: 7404	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I tend to find that is very hard to get an appointment.Example is no doctors available week 16-20 May.Before this time I had the same problem and was sent to the walk in centre to then find out that they could not help me with my problem and sent me back to my doctors ."		

Record No: 7893	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I think services offered at the above surgery is excellent. Although I think they can improve patient services by letting them book their appointment well in advance and with their chosen doctor.Thanks."		

Record No: 7419	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I think services offered at the above surgery is excellent.Although I think they can improve patient services bt letting them book their appointment well in advance and with their chosen doctor. Thanks.		
Had a severe pain around my chest called ambulance,took me to Lewisham Hospital A&E waited a while to see a doctor which did not readily address my concerns and worries.Was told to take paracetamol and it will go away (pain) no follow up or examination.I was not happy at all"(18 months ago)		

Record No: 7892	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I very rarely go to the doctors but when I do I always get seen on my appointment time and always get the help in waiting .booking an appointment is sometimes a struggle as ringing up on the day can be an issue but the surgery itself is very good. "		

Record No: 7977	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"It is easy to get an appointment and are seen quickly, I did have to chase a referrall, because I had'nt had any response from the team I needed to see."		

Record No: 7851	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"It is ok."		

Record No: 7850	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Just a regular check it seem to have a sensitive nose to certain things ."		

Record No: 7976	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"My main view of the surgery,is the lack of consistency in doctors,which means that it is difficult to develop a relationship with them."		
"When it comes to seeing a doctor,I feel most are quite cold,. distant,and uninterested,they make you feel they want you out quick,and want to make sure you are not costing them to much money."		
" If it's a government priority they are quick to act,I feel they need some training in empathy and people skills."		

Record No: 7402	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"My query is about the telephone booking system.It is always engaged from 8:00am and when you finally get through, there is no appointment."		

Record No: 7890	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"My son is diabetic (type 1)and I believe he receives a very good service from Lewisham Hospital where he attends his 3 monthly clinic. I would not like to change his service from Lewisham Hospital. This particular surgery has too many locums, there is no stability ,except for the nurse.The admin staff are quite courteous and polite.The crofton park pharmacy is sxcellent and is a service to rely on very heavily. "</p>		

Record No: 7848	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"None."</p>		

Record No: 7401	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Only problem is the booking system if you cant call dead on 8 you risk loosing out.Also a lot of temp docs. And expensive ,just because we work hard we have to pay high fees."</p>		

Record No: 7974	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Overall I am happy with the service I get provided."</p>		

Record No: 7973	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Reception staff friendly, good practice."</p>		

Record No: 7971	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Reception staff very helpful and friendly, I feel doctors listen and give you time, and are not in a rush to get you out."</p>		

Record No: 7400	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Seeing the nurse "		

Record No: 7399	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Service has been good for me.Have been for a few different appointments and waiting times are low in general.I have still not got a dentist,as I am fairly new to the area.."		

Record No: 7398	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Service is very good at brockley surgery.Staff very good.Dentist is good and hospital is very good."		

Record No: 7887	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Since Dr Macda took over things have greatly improved, took over about one year ago, much more time allocated to consultations."		

Record No: 7886	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Since they have changed their appointment system it is much easier to see a doctor also you are usually seen on time."		

Record No: 7397	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Sometimes I get a bit irritated by the appointment system but by far I am usually dealt with quite well."		

Record No: 7969	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Sometimes you get a sense you are being rushed, they are not listening to what you are saying."		

Record No: 7884	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Surgery has improved during the past year."		

Record No: 7967	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Surgery OK,, easy to make an appointment, doctors good they listen to me, staff are friendly."		

Record No: 7965	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Surgery very good."		

Record No: 7883	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The appointment system at this surgery is a joke-Appalling.It took me 3 weeks to get this appointment. The last time, I tried for 3 days to call at 8am to be seen but ended up going to a walk-in sexual health service in town for my gyneacological symptoms.When you get here, you have to wait too.That been said when you are seen the doctors and nurse are good."		

Record No: 7963	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The people are friendly when I can always get an appointment 9/10 when I ring up that day."		

Record No: 7882	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"The problem I have is to book an appointment for me it is always a problem because you have to call early in the morning and there is no guarantee that you will get an appointment and the staff is not very polite over the phone however, the doctors are good but because of this essential problem I am thinking to change my surgery as I have diabetes and from time to time I want to see the doctor to seek advice.Thanks."</p>		

Record No: 7961	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"The receptionists are not approachable, they sometimes appear as if you are disturbing them, whenever you call or even try to find out information, some very unfriendly experience with the nurse in the surgery, very hard to speak to, very un-welcoming people." "Long time waiting and no body explains to you why you wait to long."</p>		

Record No: 7879	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"The service is much improved now, you can phone to make an appointment on the day. It all works fairly smoothly. I have always had good treatment, apart from seeing a different doctor everytime I come., it's hard to get a personal service."</p> <p>"Occasionally I've had inappropriate ccouncils-once a doctor here told me if I wanted a family I ought to get a move on. I was just out of a relationship and found this deeply upsetting and rude. Personal comments of this said are unhelpful"</p>		

Record No: 7396	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"The service provided by this surgery in my view is rather good. But the surgical services and post operation care at Lewisham Hospital is not so good. Surgeons (my experience) do not arrive on time for operation and nurses are indifferent and unhelpful. They do not give you a proper report after operation either the surgeon did not do what had to be done. Explanation were not given. King's College hospital, on the other hand and Guys and St. Thomas's are excellent."</p>		

Record No: 7875	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"They are very good in their service.They do their best to help patients.The doctors the nurse and the receptionist they are all lively. Lewisham hospital they can do improvement with how they handle patient.I was there in April and I was shocked the way they treated me.wasn'tnice at all,that is the nurses.Doctors were very nice but the nurse and the assistant were very rude .It could have cost my life."</p>		

Record No: 7844	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"This surgery has had some problems but the service is still good.I have found the doctors very nice and helpful."</p>		

Record No: 7871	Date: 13/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"This surgery is good at booking appointments promptly and is friendly at reception.I am happy most of the time about the waiting time.And advise given from the doctors or services are of a good standard. "</p>		

Record No: 7958	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Very difficult to make an appointment by phone, phone difficult to make afternoon appointment."</p>		

Record No: 7395	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Very good now to what it was it has improved a lot. "</p>		

Record No: 7957	Date: 20/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Very good surgery,they always help patients/people that need to see the doctor, at the the right time."</p>		

Record No: 7869	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Very happy with the surgery, I've been here a long time."		
"A practice nurse is excellent and the doctors, services are better since Dr Macda took over the practice."		

Record No: 7867	Date: 06/06/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Very helpful and always got time for you, listen would like to ring at anytime for an appointment."		
When one of my children was not well in the middle of the school, they saw her straight away which made me happy."		

Record No: 7394	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Waited for a referral from the hospital for 8 weeks. Phoned for information regarding the appointment but the hospital hadn't booked one despite receiving the letter from the doctors. Phoning for appointments at 8:00am is frustrating as its engaged ,then rings off,then engaged again. Always have to ring around 10 times before getting through,have 2 children under 2, so this is not easy. "		

Record No: 7393	Date: 23/05/2011	Source: Outreach, Brockley Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Was very easy to register,was very welcoming etc. as only lived here for short time."		

End of Report