

Commentaries

Downham Way Surgery, 21.02.11 – 14.03.11

Sorted by Issue Identified

Record No: 6000	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content: "Our surgery has always been responsive and available for appointments/ telephone advice. The GP's + Staff are friendly, professional and always help us, we have never been let down. Locality is great, less than 3 mins walk, couldn't ask for a better service".		

Record No: 5120	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content: "Very good services you don't have to go to A&E if you are not feeling well. You phone and book an appointment to be seen with the doctor."		

Record No: 5132	Date: 21/02/2011	Source: Outreach, Downham Way 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 Downham GP is one of the best. It is very easy to book appointment and the Nurses and Counter Staff (admin.) are very nice and very friendly."		

Record No: 5227	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Joined June 2009. Different doctors for months until a new doctor. Recovering alcoholic, drugs. Doctors do not know my history, found to have incorrect information, stressful, have to continue with different doctor. And frustration. Have to make appointments, have to ring up to 2 pm - the receptionist very good."		

Record No: 5257	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Been patient with this doctors all my life, very happy with service, always friendly, listen to you. Can always get an appointment very rare you have to wait."		

Record No: 5207	Date: 28/02/2011	Source: Outreach, Downham Way 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 haven't had any problems with our Surgery. Staff are helpful and friendly. Sometimes you have to wait for a long time if you want to see a particular GP."		

Record No: 5224	Date: 28/02/2011	Source: Outreach, Downham Way 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: "My husband has severe problems of mobility and stroke, etc. The Practice has always been very good whenever I phone for assistance & difficulties. Also, very helpful when we visit, or require home visits. The Doctors & receptionists are excellent - Dr. Hall. When you need them, they are there to help."		

Record No: 5253	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Brilliant. Never have had any trouble with appointments and people are lovely."		

Record No: 5244	Date: 28/02/2011	Source: Outreach, Downham Way 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 am very pleased with the service that I receive. I don't have to wait to long for an appointment. Very pleasant staff."		

Record No: 5235	Date: 28/02/2011	Source: Outreach, Downham Way 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 never had a problem getting an appointment. All reception staff are helpful and polite."		

Record No: 5211	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Very good surgery, easy to make appointments, receptionists - good and very helpful in arranging hospital appointments."		

Record No: 5242	Date: 28/02/2011	Source: Outreach, Downham Way 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 am with this surgery for more than 10 years now. I find this service very good. Easy to get an appointment. The receptionists one they get to know you and your condition, they are very helpful to fit me in for appointments. Doctors do whatever possible within the NHS system."		

Record No: 6001	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Our surgery has always been responsive and available for appointments/ telephone advice. The GP's + Staff are friendly, professional and always help us, we have never been let down. Locality is great, less than 3 mins walk, couldn't ask for a better service".		

Record No: 5997	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Surgery is well run - happy staff plus great care".		

Record No: 5155	Date: 21/02/2011	Source: Outreach, Downham Way 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 (Negative)		
Content: "Just want to let you know the appointment booking system is a bit disappointing. We cannot book appointment with a doctor and emergency doctors don't always make us feel that they listen to us."		

Record No: 6181	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
<p>"There is a friendly atmosphere that is palpable in this surgery. The staff are polite and readily available to answer any question they are asked. Beyond the reception, the medical staff are friendly, calm and professional in carrying out their duties with efficiency. I have no complaint whatsoever with the surgery, they are first class in their approach to duty."</p>		

Record No: 6209	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
<p>"He is very happy with the surgery. He has been using this surgery for 35 years and Dr. Israel is particularly very helpful."</p>		

Record No: 6208	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
<p>"I find the staff helpful and friendly, easy to make appointments when I have needed to change times due to work, they have been able to fit me in without waiting a long time for another appointment."</p>		

Record No: 6184	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
<p>"The surgery is a welcoming calm place, the doctors are helpful and the staff are very polite".</p>		

Record No: 6192	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
<p>"Receptionist are welcoming most of the time you can get an appointment. Doctors are friendly and helpful as well."</p>		

Record No: 6476	Date: 14/03/2011	Source: Outreach, Downham Way 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 find the surgery very good, I can always get appointment, and the hours are suitable for everyone. I find the doctors very good and always very helpful."		

Record No: 6471	Date: 14/03/2011	Source: Outreach, Downham Way 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 at this surgery for 13 years and have had much support + good medical advice from the GP's. I use the doctors a lot and the friendly staff at reception makes it an easier and relaxing experience. I've never had any problems with any of the doctors or nurses."		

Record No: 6474	Date: 14/03/2011	Source: Outreach, Downham Way 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 find the surgery very good, you can always get an appointment a.s.a.p. and all the staff are polite and very helpful - and the doctors are excellent."		

Record No: 6190	Date: 14/03/2011	Source: Outreach, Downham Way 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 and doctor are very helpful; always helpful with appointments on the phone or queries. Never have any problem at the surgery if they are running late they always apologise."		

Record No: 6480	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Good surgery; easy to make appointments; staff helpful."		

Record No: 6488	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Always been seen by the doctor ontime even by the nurse. They are very welcoming. Nothing to complain about."		

Record No: 6470	Date: 14/03/2011	Source: Outreach, Downham Way 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 think the Downham Way Surgery is very friendly and the staff are very polite there's always a relaxed atmosphere. There's not much I would change that I can think of all the doctors are very good, and I'm happy with the way it's run."		

Record No: 5910	Date: 07/03/2011	Source: Outreach, Downham Way 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 always been satisfied, staff are very helpful, easy to make an appointment".		

Record No: 5916	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
"A friendly surgery. Appointments waiting times very short indeed good".		

Record No: 5893	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
"Very good practice always helpful and quick with appointments, could do with refurbishment 9/10".		

Record No: 5891	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very good surgery, staff very helpful, easy to make appointments".		

Record No: 5913	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Generally very helpful, I think that the receptionist try to be as accomodating as they can with appointments. I feel this practice does what it can for it's patients given that they probably have difficulties with accomodating peole due to cuts".		

Record No: 5894	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very friendly practice. No problems making an appointment. Doctors are good".		

Record No: 5897	Date: 07/03/2011	Source: Outreach, Downham Way 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 staff are very friendly and helpful, but sometimes phoning in the morning before 8 am to make an appointment can be quite frustrating as it is constantly engaged".		

Record No: 5232	Date: 28/02/2011	Source: Outreach, Downham Way 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 think the Surgery provides a very good service, they are very caring, always willing to give advice and appointments are always easy to make. All the Staff are polite and very helpful."		

Record No: 5204	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Always helpful. Always get an appointment when I phone. Just joined this doctors and it's a great improvement from the last, staff are nice and helpful. No complaints at all. Good Surgery. Nurse always there to help with any problems or concerns."		

Record No: 5172	Date: 21/02/2011	Source: Outreach, Downham Way 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 do feel that my doctors surgery runs very well, the receptionists are very polite. I do feel that appointments do tend to run late, and that you never go in ontime. But, overall I do feel that my GP's are great."		

Record No: 5135	Date: 21/02/2011	Source: Outreach, Downham Way 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 Doctors / Nurses and reception staff are very nice here, and are friendly and helpful, I'm pleased with the overall service that they provide. Sometimes it's a bit annoying the way the appointment system is, but it's not just this surgery that operates this way."		

Record No: 5166	Date: 21/02/2011	Source: Outreach, Downham Way 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 at this surgery for many years. The receptionists are wonderful and very helpful. Appointments are always easy to get it is sometimes not easy to see same doctor, but they are all great."		

Record No: 6465	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Rarely visit surgery; made an emergency appointment this morning, and offered an appointment for 10 to 10; staff very friendly and helpful."		

Record No: 6461	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Surgery is ok; easy to make appointments; staff friendly."		

Record No: 6459	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Surgery is very good, usually seen on time, get good results. Staff are very pleasant and polite. Doctors are very good.."		

Record No: 6458	Date: 14/03/2011	Source: Outreach, Downham Way 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 Downham Way Surgery is very good; the ladies at the desk very well mannered, good attitude, pleasant and well spoken. My Dr. Israel and other doctors services is wonderful. I have got nil bad comments at all about Downham Way Surgery. I would like to see the surgery open at all times - the best in the area, everything is good."		

Record No: 6457	Date: 14/03/2011	Source: Outreach, Downham Way 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 service here is excellent. The GP's here are wonderful. They care a lot for their patients. It is easy to make appointments when you call at the right time. The staff are also helpful in giving advice and suggestions in what to do."		

Record No: 6454	Date: 14/03/2011	Source: Outreach, Downham Way 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 needs a better system for appointments, I find it hard to book an appointment when you actually need one, I am sometimes thinking of moving to a different practice where the appointment system is better. On the plus side staff are friendly - appointments should be able to be made for the morning even if it is not an emergency."		

Record No: 6449	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Very happy with practice; easy to make appointments; nurse is wonderful; staff friendly. Chemist in Downham; take a long time to dispense prescription, put prescription in last Wednesday morning, have to collect prescription this afternoon (Monday)."		

Record No: 6037	Date: 28/02/2011	Source: Outreach, Downham Way 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 haven't had any problems with our Surgery. Staff are helpful and friendly. Sometimes you have to wait for a long time if you want to see a particular GP."		

Record No: 6007	Date: 07/03/2011	Source: Outreach, Downham Way 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 find things are ok at this time it is easy to get an appointment the staff are helpful. I have no complaints".		

Record No: 5912	Date: 07/03/2011	Source: Outreach, Downham Way 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 always find it excellent"; "easy to make appointments"; "receptionists are extremely helpful".		

Record No: 5889	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very helpful and very happy with the surgery"; "staff are always nice and polite"; "easy to make appointments".		

Record No: 5914	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Friendly staff and competent doctors overall good service - only down point is the appointment system of having to telephone 2pm".		

Record No: 5140	Date: 21/02/2011	Source: Outreach, Downham Way 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: "So far I think it's good how they speak to you with manners and are more than up for answering any questions you may have so from me it's all thumbs up."		

Record No: 5137	Date: 21/02/2011	Source: Outreach, Downham Way 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 above surgery is my GP for about the last 4 years. So far I don't have any problems even to make an appointment. The staff are nice and polite."		

Record No: 5122	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Very good practice booked an emergency appointment this morning appointment, very helpful reception."		

Record No: 5203	Date: 21/02/2011	Source: Outreach, Downham Way 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: "An excellent practice - fantastic reception helpful practice nurse - very caring. Making appointments very easy 100% doctors."		

Record No: 5163	Date: 21/02/2011	Source: Outreach, Downham Way 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 coming to Downham Way surgery for 15 years. I have always found the staff and doctors extremely helpful. I work very long hours and they can always arrange for me to see a doctor."		

Record No: 5128	Date: 21/02/2011	Source: Outreach, Downham Way 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 service I receive here is of a very high standard, the staff are always friendly and helpful - I have always been at the practice for 11 years. Appointments are always accomodated even at short notice."		

Record No: 5988	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Negative)		
Content:		
"Very good practice always helpful and quick with appointments, could do with refurbishment 9/10".		

Record No: 5996	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Personal, Privacy/Dignity (Negative)		
Content:		
"The service is excellent - the only thing is the parents with children some can't control them and every once in a while the waiting time goes up".		

Record No: 5228	Date: 28/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, Administration, Medical Records (Negative)		
Content:		
"Joined June 2009. Different doctors for months until a new doctor. Recovering alcoholic, drugs. Doctors do not know my history, found to have incorrect information, stressful, have to continue with different doctor. And frustration. Have to make appointments, have to ring up to 2 pm - the receptionist very good."		

Record No: 5376	Date: 28/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, User Information, Condition Information (Negative)		
Content:		
<p>"Surgery, in all, I feel very good, but feel sometimes to see my Doctor, Dr. Isreal - quite hard if I didn't phone up earlier enough. At present, I phoned up Friday 25th Feb '11 to find I had a problem with a result and that the call was about 4.45pm. No one receptionist or Doctor had informed me of this problem, only I found out when I phoned. This is a worry to me. I only wish the surgery was opened Sat to rest my mind. Thank you."</p>		

Record No: 5199	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, User Information, General Enquiry (Negative)		
Content:		
<p>"Are you going to move to Moorside Road Surgery? If so, When?"</p>		

Record No: 5250	Date: 28/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, User Information, Support (Negative)		
Content:		
<p>"Emergency Appointments are good as we nearly always manage to get these appointments. Evening surgery not accommodating for working people who cannot make day surgery. Sometimes given conflicting information between reception staff and medical staff - can be often confusing. Experience/knowledge of locum Doctors - not sure."</p>		

Record No: 5895	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Medication, Commission, N/A (Negative)		
Content:		
<p>"The surgery at Downham have served me well, from being rushed into hospital, major surgery, I would like more up date, understanding on my tablets. I've always been able to get my appointment within a few days, but most of the time the next day".</p>		

Record No: 5219	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
<p>"Surgery, in all, I feel very good, but feel sometimes to see my Doctor, Dr. Isreal - quite hard if I didn't phone up earlier enough. At present, I phoned up Friday 25th Feb '11 to find I had a problem with a result and that the call was about 4.45pm. No one receptionist or Doctor had informed me of this problem, only I found out when I phoned. This is a worry to me. I only wish the surgery was opened Sat to rest my mind. Thank you."</p>		

Record No: 5251	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
<p>"Emergency Appointments are good as we nearly always manage to get these appointments. Evening surgery not accommodating for working people who cannot make day surgery. Sometimes given conflicting information between reception staff and medical staff - can be often confusing. Experience/knowledge of locum Doctors - not sure."</p>		

Record No: 5221	Date: 01/03/2011	Source: Outreach, Downham Way 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 (Positive)		
Content:		
<p>"Since the changes, have no problem with getting appointments. Love the new early appointment system, had an appointment at 7.20 am, was able to go to work after, losing no pay. Brilliant!"</p>		

Record No: 5246	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
<p>"I am satisfied with this surgery service. But we are facing the problem to get emergency in Saturday and Sunday."</p>		

Record No: 5162	Date: 21/02/2011	Source: Outreach, Downham Way 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 (Positive)		
Content:		
<p>"I have been coming to Downham Way surgery for 15 years. I have always found the staff and doctors extremely helpful. I work very long hours and they can always arrange for me to see a doctor."</p>		

Record No: 6477	Date: 14/03/2011	Source: Outreach, Downham Way 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 (Positive)		
Content:		
"I find the surgery very good, I can always get appointment, and the hours are suitable for everyone. I find the doctors very good and always very helpful."		

Record No: 6200	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"It's really hard to make an appointment as the system has been changed about a year or 2 back, which makes it difficult. We can only ring at certain times like 2pm or morning at 8 am to be able to make an appointment. This makes it difficult for those who are at work. It would be good to be able to ring in at any time to make an appointment."		

Record No: 6473	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"I get my appointments most of the time, however, as I work full time, I find it difficult to get evening appointment with my preferred doctors. Otherwise the service I require is good."		

Record No: 6479	Date: 14/03/2011	Source: Outreach, Downham Way 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 (Positive)		
Content:		
"I find the staff helpful and friendly, easy to make appointments when I have needed to change times due to work, they have been able to fit me in without waiting a long time for another appointment."		

Record No: 6194	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
<p>"Often difficult to get appointments to suit my worklife meaning I have to take whole mornings or afternoons off at short notice. Even when you call at 2pm early appointments for the following day are already gone. (At least that's what you're told to do - Phone at 2 the day before). Saying all this, when I was exceptionally sick over Christmas and (apparently) there were absolutely no appointments at all, I showed up at the surgery without an appointment and was seen as a matter of urgency."</p>		

Record No: 6452	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
<p>"There is an emergency doctor you can see if you call the same morning which is really useful it would be great if they were open half day on a Saturday."</p>		

Record No: 6028	Date: 01/03/2011	Source: Outreach, Downham Way 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 (Positive)		
Content:		
<p>"Since the changes, have no problem with getting appointments. Love the new early appointment system, had an appointment at 7.20 am, was able to go to work after, losing no pay. Brilliant!"</p>		

Record No: 5138	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
<p>"Son has a rash all over his body was able to make appointment this morning. Service is very good."</p>		

Record No: 5127	Date: 21/02/2011	Source: Outreach, Downham Way 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>"The service I receive here is of a very high standard, the staff are always friendly and helpful - I have always been at the practice for 11 years. Appointments are always accomodated even at short notice."</p>		

Record No: 5123	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Very good practice esy to make appointments."		

Record No: 5223	Date: 28/02/2011	Source: Outreach, Downham Way 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: "My views about this surgery is about when you want to book your appointment to my view I don't think this is goog enough."		

Record No: 5231	Date: 28/02/2011	Source: Outreach, Downham Way 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 think the Surgery provides a very good service, they are very caring, always willing to give advice and appointments are always easy to make. All the Staff are polite and very helpful."		

Record No: 5236	Date: 28/02/2011	Source: Outreach, Downham Way 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 have never had a problem getting an appointment. All reception staff are helpful and polite."		

Record No: 5243	Date: 28/02/2011	Source: Outreach, Downham Way 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 with this surgery for more than 10 years now. I find this service very good. Easy to get an appointment. The receptionists one they get to know you and your condition, they are very helpful to fit me in for appointments. Doctors do whatever possible within the NHS system."		

Record No: 5254	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Brilliant. Never have had any trouble with appointments and people are lovely."		

Record No: 5216	Date: 28/02/2011	Source: Outreach, Downham Way 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: "The appointments are hard to get, but otherwise happy with the service."		

Record No: 5256	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Been patient with this doctors all my life, very happy with service, always friendly, listen to you. Can always get an appointment very rare you have to wait."		

Record No: 5214	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Very good practice, easy to make an appointment, no problem at all."		

Record No: 5212	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Very good surgery, easy to make appointments, receptionists - good and very helpful in arranging hospital appointments."		

Record No: 5258	Date: 28/02/2011	Source: Outreach, Downham Way 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>"Although I am not a frequent visitor to the surgery I have always been seen on time or within few minutes. When making an appointment they always seem to fit you somewhere, which is a lot different to some surgeries I have known."</p>		

Record No: 5249	Date: 28/02/2011	Source: Outreach, Downham Way 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>"I am happy with the service we get and appointment system. I don't have any complain about system here."</p>		

Record No: 5252	Date: 28/02/2011	Source: Outreach, Downham Way 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>"Emergency Appointments are good as we nearly always manage to get these appointments. Evening surgery not accommodating for working people who cannot make day surgery. Sometimes given conflicting information between reception staff and medical staff - can be often confusing. Experience/knowledge of locum Doctors - not sure."</p>		

Record No: 6002	Date: 07/03/2011	Source: Outreach, Downham Way 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>"On the whole the surgery is great , the appointments system could do with re-thinking, it's abit confusing".</p>		

Record No: 6003	Date: 07/03/2011	Source: Outreach, Downham Way 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>"Never had any problem with doctor or appointment".</p>		

Record No: 5993	Date: 07/03/2011	Source: Outreach, Downham Way 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 and doctors are good"; "however it is not as good as it used to be"; "It is easy to make appointments".		

Record No: 5991	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very friendly practice. No problems making an appointment. Doctors are good".		

Record No: 5188	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Dr's Surgery is reasonable, although making appointments can be made better."		

Record No: 5136	Date: 21/02/2011	Source: Outreach, Downham Way 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 above surgery is my GP for about the last 4 years. So far I don't have any problems even to make an appointment. The staff are nice and polite."		

Record No: 5158	Date: 21/02/2011	Source: Outreach, Downham Way 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 have used Downham Way Surgery for years and the services I get from them are good. Now they have this new system that you phone in the morning for an appointment, which is very good."		

Record No: 5179	Date: 21/02/2011	Source: Outreach, Downham Way 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: "GP's very good reception easy to get appointments."		

Record No: 5186	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Good practice - easy to make same day appointment."		

Record No: 5182	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Good surgery easy to make appointments to see the doctors, nurse usually wait a week in advance to see practice nurse. Excellent."		

Record No: 5165	Date: 21/02/2011	Source: Outreach, Downham Way 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 have been at this surgery for many years. The receptionists are wonderful and very helpful. Appointments are always easy to get it is sometimes not easy to see same doctor, but they are all great."		

Record No: 5184	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Good surgery easy to make appointment visiting nurse - good."		

Record No: 5134	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"The Doctors / Nurses and reception staff are very nice here, and are friendly and helpful, I'm pleased with the overall service that they provide. Sometimes it's a bit annoying the way the appointment system is, but it's not just this surgery that operates this way."		

Record No: 5121	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Very good practice booked an emergency appointment this morning appointment, very helpful reception."		

Record No: 6487	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Been a patient since 1945, very good surgery; appointments can be difficult, if you want to see the same doctor - can be a week or two. However you can get emergency appointments. I am happy."		

Record No: 6481	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Good surgery; easy to make appointments; staff helpful."		

Record No: 6482	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Good practice, I cannot see anything wrong with it; easy to make appointments if you phone in the right time."		

Record No: 6196	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"No complaints, but have to remember to book appointment, 2 o'clock sharp for the next day to see Dr. and very lucky if I get one; 10 minutes later all gone."		

Record No: 6215	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Can be difficult to make appointment if you do not ring at the right time after 8 am; only work 2 weeks in advance; not a bad surgery, has been a change of doctors."		

Record No: 6483	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Fine, very good surgery; easy to make appointments if you telephone at the allocated times; the practice nurse is brilliant."		

Record No: 6205	Date: 14/03/2011	Source: Outreach, Downham Way 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 get my appointments most of the time, however, as I work full time, I find it difficult to get evening appointment with my preferred doctors. Otherwise the service I require is good."		

Record No: 6193	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Rarely visit surgery; made an emergency appointment this morning, and offered an appointment for 10 to 10; staff very friendly and helpful."		

Record No: 6182	Date: 14/03/2011	Source: Outreach, Downham Way 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>"The surgery needs a better system for appointments, I find it hard to book an appointment when you actually need one, I am sometimes thinking of moving to a different practice where the appointment system is better. On the plus side staff are friendly - appointments should be able to be made for the morning even if it is not an emergency."</p>		

Record No: 6180	Date: 14/03/2011	Source: Outreach, Downham Way 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>"There is an emergency doctor you can see if you call the same morning which is really useful it would be great if they were open half day on a Saturday."</p>		

Record No: 6195	Date: 14/03/2011	Source: Outreach, Downham Way 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>"Not too bad to make an appointment; doctors very good."</p>		

Record No: 6475	Date: 14/03/2011	Source: Outreach, Downham Way 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>"I find the surgery very good, you can always get an appointment a.s.a.p. and all the staff are polite and very helpful - and the doctors are excellent."</p>		

Record No: 6485	Date: 14/03/2011	Source: Outreach, Downham Way 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>"Been a patient since 1945, very good surgery; appointments can be difficult, if you want to see the same doctor - can be a week or two. However you can get emergency appointments. I am happy."</p>		

Record No: 5888	Date: 07/03/2011	Source: Outreach, Downham Way 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>"We have been at this surgery for 60 years when it was in the building next door run by Dr. Hockman. We feel the surgery has improved over the years greatly. We especially feel the new appointments system is much better than before. It is however a shame the doctors do not seem to stay at the surgery for long. Just as you get a Dr. you like + trust they go somewhere else. Luckily though Dr. Israel is still at our surgery".</p>		

Record No: 5911	Date: 07/03/2011	Source: Outreach, Downham Way 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>"I find things are ok at this time it is easy to get an appointment the staff are helpful. I have no complaints".</p>		

Record No: 5902	Date: 07/03/2011	Source: Outreach, Downham Way 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>"Our surgery has always been responsive and available for appointments/ telephone advice. The GP's + Staff are friendly, professional and always help us, we have never been let down. Locality is great, less than 3 mins walk, couldn't ask for a better service".</p>		

Record No: 5241	Date: 28/02/2011	Source: Outreach, Downham Way 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 do not like that you have to call at a specific time to get an appt. E.G; today Monday 28th, I call for an afternoon appt. and was told there was none until Friday!!! Luckily, I was able to get time off from work to get a morning appt. that was available."</p>		

Record No: 5220	Date: 28/02/2011	Source: Outreach, Downham Way 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>"Surgery, in all, I feel very good, but feel sometimes to see my Doctor, Dr. Isreal - quite hard if I didn't phone up earlier enough. At present, I phoned up Friday 25th Feb '11 to find I had a problem with a result and that the call was about 4.45pm. No one receptionist or Doctor had informed me of this problem, only I found out when I phoned. This is a worry to me. I only wish the surgery was opened Sat to rest my mind. Thank you."</p>		

Record No: 5202	Date: 21/02/2011	Source: Outreach, Downham Way 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>"An excellent practice - fantastic reception helpful practice nurse - very caring. Making appointments very easy 100% doctors."</p>		

Record No: 5131	Date: 21/02/2011	Source: Outreach, Downham Way 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>"The service can be improved in the area of booking of appointments, mostly the in emergency appointment. The running and service provided is of high quality and patient centred. The waiting time is very good. In the area of appointment with the nurse also needs to be improved as it requires reduction in length of time patient need to wait to get an appointment."</p>		

Record No: 5196	Date: 21/02/2011	Source: Outreach, Downham Way 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>"Downham Way Surgery - Appointment System - not good. But, doctors services - good."</p> <p>"Lewisham Hospital 2009 - Chest Clinic - Very satisfied with treatment."</p>		

Record No: 5133	Date: 21/02/2011	Source: Outreach, Downham Way 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 Downham GP is one of the best. It is very easy to book appointment and the Nurses and Counter Staff (admin.) are very nice and very friendly."		

Record No: 5144	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Now much easier to get an appointment - waiting time when you arrive for appointment one usually ok - sometimes have to wait a bit too long. Dr. Israel - Surgery."		

Record No: 5198	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Called surgery this morning to make an emergency appointment and was given a choice of appointments."		

Record No: 5986	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very good surgery, staff very helpful, easy to make appointments".		

Record No: 5985	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very happy with the surgery and doctors"; "relatively easy to make appointments".		

Record No: 5984	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very helpful and very happy with the surgery"; "staff are always nice and polite"; "easy to make appointments".		

Record No: 6469	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Like the surgery doctors and staff very good with children; easy to make appointment; I was previously registered with a GP practice in East London - the GP's were not child friendly."		

Record No: 6464	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Receptionist are welcoming most of the time you can get an appointment. Doctors are friendly and helpful as well."		

Record No: 6463	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Since 1953 I have been a patient; marvellous. Cannot always get an appointment when you want it - but it is the same where ever you go. Shopping bus door-to-door to Supersaver. Now stopped, miss this service it was a social network."		

Record No: 6462	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Surgery is ok; easy to make appointments; staff friendly."		

Record No: 6456	Date: 14/03/2011	Source: Outreach, Downham Way 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 here is excellent. The GP's here are wonderful. They care a lot for their patients. It is easy to make appointments when you call at the right time. The staff are also helpful in giving advice and suggestions in what to do."		

Record No: 6455	Date: 14/03/2011	Source: Outreach, Downham Way 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 is fine; easy to make appointments; no complaints."		

Record No: 6451	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Very good surgery; easy to make an appointment."		

Record No: 6450	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Very happy with practice; easy to make appointments; nurse is wonderful; staff friendly. Chemist in Downham; take a long time to dispense prescription, put prescription in last Wednesday morning, have to collect prescription this afternoon (Monday)."		

Record No: 6011	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
"First class surgery, well looked after, easy to make appointments".		

Record No: 6009	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Friendly staff and competent doctors overall good service - only down point is the appointment system of having to telephone 2pm".		

Record No: 6008	Date: 07/03/2011	Source: Outreach, Downham Way 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 always find it excellent"; "easy to make appointments"; "receptionists are extremely helpful".		

Record No: 5377	Date: 01/03/2011	Source: Outreach, Downham Way 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: "Since the changes, have no problem with getting appointments. Love the new early appointment system, had an appointment at 7.20 am, was able to go to work after, losing no pay. Brilliant!"		

Record No: 6006	Date: 07/03/2011	Source: Outreach, Downham Way 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 have always been satisfied, staff are very helpful, easy to make an appointment".		

Record No: 5892	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very good surgery"; "too many patients"; "sometimes one has to wait to be seen by practice nurse, doctor, can be up to an hour"; "the appointment system works well".		

Record No: 5907	Date: 07/03/2011	Source: Outreach, Downham Way 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 think that the surgery is a great help in the way they run their emergency appointments. I think that it improved because the service used to be first come, first serve, but now you have to phone them to book an emergency appointment".		

Record No: 5156	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Just want to let you know the appointment booking system is a bit disappointing. We cannot book appointment with a doctor and emergency doctors don't always make us feel that they listen to us."		

Record No: 5125	Date: 21/02/2011	Source: Outreach, Downham Way 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 (Positive)		
Content:		
"Very good practice easy to make appointments easy by telephone same day appointments."		

Record No: 5226	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
"My concerns are that when you phone for an emergency appointment 9 times out of 10 you don't get seen that day. I have been trying to phone in the past from 8 am for an appointment for my son and have had to wait nearly 3 days before I can get an emergency appointment."		

Record No: 5234	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
"I think that the surgery and all the staff do a great job. My only worry is that if you cannot get through to the surgery for an emergency appointment before 8-15. In the morning you cannot get an appointment till the next day. Other than that very pleased."		

Record No: 5229	Date: 28/02/2011	Source: Outreach, Downham Way 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 (Positive)		
Content: "I'm happy with the service of this Surgery. I always get appts, when I ring. Overall, me & my children are happy with all services."		

Record No: 5994	Date: 07/03/2011	Source: Outreach, Downham Way 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: "The staff are very friendly and helpful, but sometimes phoning in the morning before 8 am to make an appointment can be quite frustrating as it is constantly engaged".		

Record No: 5201	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Appointments - if you do not have phone difficulties to make appointment with own GP. Dr's good."		

Record No: 5205	Date: 21/02/2011	Source: Outreach, Downham Way 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 (Positive)		
Content: "Always helpful. Always get an appointment when I phone. Just joined this doctors and it's a great improvement from the last, staff are nice and helpful. No complaints at all. Good Surgery. Nurse always there to help with any problems or concerns."		

Record No: 5130	Date: 21/02/2011	Source: Outreach, Downham Way 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: "The service can be improved in the area of booking of appointments, mostly the in emergency appointment. The running and service provided is of high quality and patient centred. The waiting time is very good. In the area of appointment with the nurse also needs to be improved as it requires reduction in length of time patient need to wait to get an appointment."		

Record No: 5129	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
<p>"The service can be improved in the area of booking of appointments, mostly the in emergency appointment. The running and service provided is of high quality and patient centred. The waiting time is very good. In the area of appointment with the nurse also needs to be improved as it requires reduction in length of time patient need to wait to get an appointment."</p>		

Record No: 5255	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
<p>"Been patient with this doctors all my life, very happy with service, always friendly, listen to you. Can always get an appointment very rare you have to wait."</p>		

Record No: 5206	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
<p>"We haven't had any problems with our Surgery. Staff are helpful and friendly. Sometimes you have to wait for a long time if you want to see a particular GP."</p>		

Record No: 5245	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
<p>"I am very pleased with the service that I receive. I don't have to wait to long for an appointment. Very pleasant staff."</p>		

Record No: 5987	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
<p>"Very good surgery"; "too many patients"; "sometimes one has to wait to be seen by practice nurse, doctor, can be up to an hour"; "the appointment system works well".</p>		

Record No: 5989	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
"Very good practice always helpful and quick with appointments, could do with refurbishment 9/10".		

Record No: 5995	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
"The service is excellent - the only thing is the parents with children some can't control them and every once in a while the waiting time goes up".		

Record No: 5143	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Now much easier to get an appointment - waiting time when you arrive for appointment one usually ok - sometimes have to wait a bit too long. Dr. Israel - Surgery."		

Record No: 5171	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"I do feel that my doctors surgery runs very well, the receptionists are very polite. I do feel that appointments do tend to run late, and that you never go in ontime. But, overall I do feel that my GP's are great."		

Record No: 6201	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"I'm sorry I don't like this surgery, because I book an appointment for 10 o'clock. Coming in 45 min early waited for 1 hour, still can see the doctor at 15 mins past 10; because some people have to see their doctor, which is nonsense. Anybody should be able to see any doctor at any time, no doctor should be booked for special person. Ridiculous."		

Record No: 6217	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Always been seen by the doctor ontime even by the nurse. They are very welcoming. Nothing to complain about."		

Record No: 6197	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"My view is that sometimes or well let me say whenever one booked for an appointment, they give one a time but on getting to the clinic you'll get to wait for if possible 20 mins extra; which is bad. Appointment time should be met and not waste patients time, because out time is precious. I seriously don't blame them, could be some of the patients too. My own suggestion is if the doctors and nurses can manage their time well enough, so that patients won't get to sleep in the clinic."		

Record No: 5259	Date: 28/02/2011	Source: Outreach, Downham Way 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:		
"Although I am not a frequent visitor to the surgery I have always been seen on time or within few minutes. When making an appointment they always seem to fit you somewhere, which is a lot different to some surgeries I have known."		

Record No: 5192	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Downham Way Surgery - I am happy with my doctors but although we are given an appointment we are not always seen on time."		
"Lewisham Hospital - There's always a long waiting period to be seen. I was not particularly happy with the doctors examination."		

Record No: 6460	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Surgery is very good, usually seen on time, get good results. Staff are very pleasant and polite. Doctors are very good.."		

Record No: 6012	Date: 07/03/2011	Source: Outreach, Downham Way 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: "A friendly surgery. Appointments waiting times very short indeed good".		

Record No: 6004	Date: 07/03/2011	Source: Outreach, Downham Way 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: "I think the service is good. A little slow".		

Record No: 5240	Date: 28/02/2011	Source: Outreach, Downham Way 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: "I feel that appointments are not so easy to make, I always have to wait a week or so. But I do feel that the Doctors and staff are ding a good job."		

Record No: 5225	Date: 28/02/2011	Source: Outreach, Downham Way 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: "My concerns are that when you phone for an emergency appointment 9 times out of 10 you don't get seen that day. I have been trying to phone in the past from 8 am for an appointment for my son and have had to wait nearly 3 days before I can get an emergency appointment."		

Record No: 5992	Date: 07/03/2011	Source: Outreach, Downham Way 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>"The surgery at Downham have served me well, from being rushed into hospital, major surgery, I would like more up date, understanding on my tablets. I've always been able to get my appointment within a few days, but most of the time the next day".</p>		

Record No: 5181	Date: 21/02/2011	Source: Outreach, Downham Way 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>"Good surgery easy to make appointments to see the doctors, nurse usually wait a week in advance to see practice nurse. Excellent."</p>		

Record No: 6478	Date: 14/03/2011	Source: Outreach, Downham Way 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>"I find the staff helpful and friendly, easy to make appointments when I have needed to change times due to work, they have been able to fit me in without waiting a long time for another appointment."</p>		

Record No: 6466	Date: 14/03/2011	Source: Outreach, Downham Way 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>"Often difficult to get appointments to suit my worklife meaning I have to take whole mornings or afternoons off at short notice. Even when you call at 2pm early appointments for the following day are already gone. (At least that's what you're told to do - Phone at 2 the day before). Saying all this, when I was exceptionally sick over Christmas and (apparently) there were absolutely no appointments at all, I showed up at the surgery without an appointment and was seen as a matter of urgency."</p>		

Record No: 5139	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Son has a rash all over his body was able to make appointment this morning. Service is very good."</p>		

Record No: 5157	Date: 21/02/2011	Source: Outreach, Downham Way 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: "I only come to see the Diabetic Nurses twice a year as I keep quite well, I am pleased with the service."		

Record No: 5119	Date: 21/02/2011	Source: Outreach, Downham Way 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: "Very good services you don't have to go to A&E if you are not feeling well. You phone and book an appointment to be seen with the doctor."		

Record No: 5215	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Very good practice, easy to make an appointment, no problem at all."		

Record No: 5222	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Since joining this Doctor surgery, I have found the service excellent for me and my four children."		

Record No: 5213	Date: 28/02/2011	Source: Outreach, Downham Way 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: "Very good surgery, easy to make appointments, receptionists - good and very helpful in arranging hospital appointments."		

Record No: 5247	Date: 28/02/2011	Source: Outreach, Downham Way 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 satisfied with this surgery service. But we are facing the problem to get emergency in Saturday and Sunday."		

Record No: 5230	Date: 28/02/2011	Source: Outreach, Downham Way 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'm happy with the service of this Surgery. I always get appts, when I ring. Overall, me & my children are happy with all services."		

Record No: 5239	Date: 28/02/2011	Source: Outreach, Downham Way 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 feel that appointments are not so easy to make, I always have to wait a week or so. But I do feel that the Doctors and staff are doing a good job."		

Record No: 5233	Date: 28/02/2011	Source: Outreach, Downham Way 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 think that the surgery and all the staff do a great job. My only worry is that if you cannot get through to the surgery for an emergency appointment before 8-15. In the morning you cannot get an appointment till the next day. Other than that very pleased."		

Record No: 5248	Date: 28/02/2011	Source: Outreach, Downham Way 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 happy with the service we get and appointment system. I don't have any complain about system here."		

Record No: 5990	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
"Very friendly practice. No problems making an appointment. Doctors are good".		

Record No: 6188	Date: 14/03/2011	Source: Outreach, Downham Way 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 is ok; easy to make appointments; staff friendly."		

Record No: 6214	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Downham Way surgery has been my doctors and is now my childrens' doctors for many years, I have always been very satisfied with the way I have been dealt with. I have never had any problems with any of the doctors and would not like to go anywhere else, this has been my doctors since I was nine I am 45 now, so I hope it will be my doctor for as long as I need."		

Record No: 6207	Date: 14/03/2011	Source: Outreach, Downham Way 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 find the surgery very good, I can always get appointment, and the hours are suitable for everyone. I find the doctors very good and always very helpful."		

Record No: 6202	Date: 14/03/2011	Source: Outreach, Downham Way 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 think the Downham Way Surgery is very friendly and the staff are very polite there's always a relaxed atmosphere. There's not much I would change that I can think of all the doctors are very good, and I'm happy with the way it's run."		

Record No: 6178	Date: 14/03/2011	Source: Outreach, Downham Way 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>"Very happy with practice; easy to make appointments; nurse is wonderful; staff friendly. Chemist in Downham; take a long time to dispense prescription, put prescription in last Wednesday morning, have to collect prescription this afternoon (Monday)."</p>		

Record No: 6204	Date: 14/03/2011	Source: Outreach, Downham Way 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 at this surgery for 13 years and have had much support + good medical advice from the GP's. I use the doctors a lot and the friendly staff at reception makes it an easier and relaxing experience. I've never had any problems with any of the doctors or nurses."</p>		

Record No: 6191	Date: 14/03/2011	Source: Outreach, Downham Way 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>"Since 1953 I have been a patient; marvellous. Cannot always get an appointment when you want it - but it is the same where ever you go. Shopping bus door-to-door to Supersaver. Now stopped, miss this service it was a social network."</p>		

Record No: 6189	Date: 14/03/2011	Source: Outreach, Downham Way 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>"Surgery is good."</p>		

Record No: 6198	Date: 14/03/2011	Source: Outreach, Downham Way 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>"Like the surgery doctors and staff very good with children; easy to make appointment; I was previously registered with a GP practice in East London - the GP's were not child friendly."</p>		

Record No: 6185	Date: 14/03/2011	Source: Outreach, Downham Way 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 here is excellent. The GP's here are wonderful. They care a lot for their patients. It is easy to make appointments when you call at the right time. The staff are also helpful in giving advice and suggestions in what to do."		

Record No: 6210	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Good surgery; easy to make appointments; staff helpful."		

Record No: 6187	Date: 14/03/2011	Source: Outreach, Downham Way 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 is very good, usually seen on time, get good results. Staff are very pleasant and polite. Doctors are very good.."		

Record No: 6216	Date: 14/03/2011	Source: Outreach, Downham Way 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: "Been a patient since 1945, very good surgery; appointments can be difficult, if you want to see the same doctor - can be a week or two. However you can get emergency appointments. I am happy."		

Record No: 6206	Date: 14/03/2011	Source: Outreach, Downham Way 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 find the surgery very good, you can always get an appointment a.s.a.p. and all the staff are polite and very helpful - and the doctors are excellent."		

Record No: 6183	Date: 14/03/2011	Source: Outreach, Downham Way 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 surgery is fine; easy to make appointments; no complaints."		

Record No: 6212	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Good practice, I cannot see anything wrong with it; easy to make appointments if you phone in the right time."		

Record No: 6213	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Fine, very good surgery; easy to make appointments if you telephone at the allocated times; the practice nurse is brilliant."		

Record No: 6199	Date: 14/03/2011	Source: Outreach, Downham Way 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've been here for approxiamately about a month and find it very good here, any help that is needed I get and god co-operation from the GP's."		

Record No: 6211	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Good service, and good surgery."		

Record No: 6203	Date: 14/03/2011	Source: Outreach, Downham Way 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 have used this surgery for nearly fifty years and have always found the service to be excellent. They have served me and my family very well."		

Record No: 6484	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Can be difficult to make appointment if you do not ring at the right time after 8 am; only work 2 weeks in advance; not a bad surgery, has been a change of doctors."		

Record No: 6472	Date: 14/03/2011	Source: Outreach, Downham Way 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 get my appointments most of the time, however, as I work full time, I find it difficult to get evening appointment with my preferred doctors. Otherwise the service I require is good."		

Record No: 6186	Date: 14/03/2011	Source: Outreach, Downham Way 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 Downham Way Surgery is very good; the ladies at the desk very well mannered, good attitude, pleasant and well spoken. My Dr. Israel and other doctors services is wonderful. I have got nil bad comments at all about Downham Way Surgery. I would like to see the surgery open at all times - the best in the area, everything is good."		

Record No: 6179	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Very good surgery; easy to make an appointment."		

Record No: 5904	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
"Never had any problem with doctor or appointment".		

Record No: 5906	Date: 07/03/2011	Source: Outreach, Downham Way 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 think the service is good. A little slow".		

Record No: 5908	Date: 07/03/2011	Source: Outreach, Downham Way 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 have been with Dr. Israel's surgery for 9 years now and have always received excellent care. I will say though, I have PND and 2 doctors who have seen me regularly have left. So, in 18 months, I have seen 3 different doctors. Personally, I would have preferred to see only one, but understand this is not necessarily something that could be prevented".		

Record No: 5909	Date: 07/03/2011	Source: Outreach, Downham Way 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 have always received a good service from this place and my doctor".		

Record No: 5903	Date: 07/03/2011	Source: Outreach, Downham Way 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:		
"On the whole the surgery is great , the appointments system could do with re-thinking, it's abit confusing".		

Record No: 5905	Date: 07/03/2011	Source: Outreach, Downham Way 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: "My views on the doctors surgery is that it is quite good. Sometimes they do not have appointments when you want them, but sometimes they do".		

Record No: 5898	Date: 07/03/2011	Source: Outreach, Downham Way 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 excellent - the only thing is the parents with children some can't control them and every once in a while the waiting time goes up".		

Record No: 5915	Date: 07/03/2011	Source: Outreach, Downham Way 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: "First class surgery, well looked after, easy to make appointments".		

Record No: 5238	Date: 28/02/2011	Source: Outreach, Downham Way 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 have been to this GP Practice all my life and have always found the service to be excellent."		

Record No: 5217	Date: 28/02/2011	Source: Outreach, Downham Way 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 appointments are hard to get, but otherwise happy with the service."		

Record No: 5237	Date: 28/02/2011	Source: Outreach, Downham Way 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 have been with this surgery for over 15 years. The services are fantastic, although sometimes there might be a bit of lack of understanding but with my family we have been enjoying this practice. This is a big practice that often services could be introduced and added to ease off hospital waiting."		

Record No: 5200	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Appointments - if you do not have phone difficulties to make appointment with own GP. Dr's good."		

Record No: 5195	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Downham Way Surgery - Appointment System - not good. But, doctors services - good."		
"Lewisham Hospital 2009 - Chest Clinic - Very satisfied with treatment."		

Record No: 5193	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Downham Way Surgery - I am happy with my doctors but although we are given an appointment we are not always seen on time."		
"Lewisham Hospital - There's always a long waiting period to be seen. I was not particularly happy with the doctors examination."		

Record No: 5177	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Happy in general with assistance and general running."		

Record No: 5126	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Very good practice easy to make appointments easy by telephone same day appointments."		

Record No: 5185	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Good surgery easy to make appointment visiting nurse - good."		

Record No: 5124	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Very good practice esy to make appointments."		

Record No: 5180	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"GP's very good reception easy to get appointments."		

Record No: 5161	Date: 21/02/2011	Source: Outreach, Downham Way 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 have had a good experience with all my NHS services and have no problems when using these services. Lewisham Hospital. Downham GP."		

Record No: 5197	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Doctors have been very good."		

Record No: 5189	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Dr's Surgery is reasonable, although making appointments can be made better."		

Record No: 6468	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"No complaints, but have to remember to book appointment, 2 o'clock sharp for the next day to see Dr. and very lucky if I get one; 10 minutes later all gone."		

Record No: 6467	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"Not too bad to make an appointment; doctors very good."		

Record No: 6453	Date: 14/03/2011	Source: Outreach, Downham Way 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:		
"There is a friendly atmosphere that is palpable in this surgery. The staff are polite and readily available to answer any question they are asked. Beyond the reception, the medical staff are friendly, calm and professional in carrying out their duties with efficiency. I have no complaint whatsoever with the surgery, they are first class in their approach to duty."		

Record No: 6038	Date: 28/02/2011	Source: Outreach, Downham Way 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 haven't had any problems with our Surgery. Staff are helpful and friendly. Sometimes you have to wait for a long time if you want to see a particular GP."		

Record No: 6010	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Friendly staff and competent doctors overall good service - only down point is the appointment system of having to telephone 2pm".		

Record No: 5896	Date: 07/03/2011	Source: Outreach, Downham Way 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 surgery and doctors are good"; "however it is not as good as it used to be"; "It is easy to make appointments".		

Record No: 5890	Date: 07/03/2011	Source: Outreach, Downham Way 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: "Very happy with the surgery and doctors"; "relatively easy to make appointments".		

Record No: 5899	Date: 07/03/2011	Source: Outreach, Downham Way 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 is well run - happy staff plus great care".		

Record No: 5141	Date: 21/02/2011	Source: Outreach, Downham Way 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 very satisfied with Downham Way Surgery."		

Record No: 5187	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Good practice - easy to make same day appointment."		

Record No: 5118	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Very well attended to. (Practice surgery)."		
"Satisfactory. (Lewisham Hospital)."		

Record No: 5159	Date: 21/02/2011	Source: Outreach, Downham Way 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 have used Downham Way Surgery for years and the services I get from them are good. Now they have this new system that you phone in the morning for an appointment, which is very good."		

Record No: 5183	Date: 21/02/2011	Source: Outreach, Downham Way 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:		
"Good surgery easy to make appointments to see the doctors, nurse usually wait a week in advance to see practice nurse. Excellent."		

Record No: 5218	Date: 28/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content:		
"Surgery, in all, I feel very good, but feel sometimes to see my Doctor, Dr. Isreal - quite hard if I didn't phone up earlier enough. At present, I phoned up Friday 25th Feb '11 to find I had a problem with a result and that the call was about 4.45pm. No one receptionist or Doctor had informed me of this problem, only I found out when I phoned. This is a worry to me. I only wish the surgery was opened Sat to rest my mind. Thank you."		

Record No: 5164	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content:		
<p>"I have been at this surgery for many years. The receptionists are wonderful and very helpful. Appointments are always easy to get it is sometimes not easy to see same doctor, but they are all great."</p>		

Record No: 6486	Date: 14/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content:		
<p>"Been a patient since 1945, very good surgery; appointments can be difficult, if you want to see the same doctor - can be a week or two. However you can get emergency appointments. I am happy."</p>		

Record No: 5374	Date: 28/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content:		
<p>"We haven't had any problems with our Surgery. Staff are helpful and friendly. Sometimes you have to wait for a long time if you want to see a particular GP."</p>		

Record No: 6005	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content:		
<p>"I have been with Dr. Israel's surgery for 9 years now and have always received excellent care. I will say though, I have PND and 2 doctors who have seen me regularly have left. So, in 18 months, I have seen 3 different doctors. Personally, I would have preferred to see only one, but understand this is not necessarily something that could be prevented".</p>		

End of Report