

Commentaries

Muirkirk Road Surgery, 11.07.11 – 01.08.11

Sorted by Issue Content

Record No: 8653	Date: 11/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "25 minute delay on first appointment and receptionist delayed by long phone call requiring a lot of information regarding repeat prescription. Patients standing at reception 10 minutes."		

Record No: 8702	Date: 25/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Appointment to see the GP takes longer than expected. If a child is sick you have to wait for days before a doctor is seen."		

Record No: 8701	Date: 25/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Calling was hard, phone was engaged. Easy to get there."		

Record No: 8652	Date: 11/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (Cardiology)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Cardiac Services - service was brilliant."		

Record No: 8650	Date: 11/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Diabetic Patient. General checking."		

Record No: 8699	Date: 25/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Dr Mani Babi always makes time when I am unwell, and you can call him after twelve and he will listen, he remembers me so it is good to see one doctor who looks back at past history medical notes. Working in the health profession myself I see no fault. He acts on problems if they are urgent and ensures the information is sent to the hospital. He ensures the receptionist are at the highest ability which is good and being open longer now to put a prescription or make an appointment is good."		

Record No: 8695	Date: 25/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Dr Mani surger providesan excellent service under Dr Mani Baba's supervision. We in our family of around 12 are covered by him and glad to receive his service - thankyou."		

Record No: 8556	Date: 18/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Everything is good in this surgery. Hospital also very good"		

Record No: 8555	Date: 18/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Good services - Difficult to get appointment, long waiting, up to 1 hour after booked appointment."		

Record No: 8552	Date: 18/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Have been using this surgery for 30 years. Always very satisfied with service + customer care."		

Record No: 8693	Date: 25/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "I am very pleased with the service I receive from above surgery, always helpful."		

Record No: 8692	Date: 25/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "I feel it good and easy to contact Doctor."		

Record No: 8649	Date: 11/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I made this appointment about 2 weeks ago. I find it can be difficult to get an appointment that fits around my job."		

Record No: 8648	Date: 11/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I wish when you want to see a doctor you don't have to wait a week or two before you can see him sometimes inconvenient."		

Record No: 8690	Date: 25/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Just need sick note to prove ill health. In my past experience the service provided is fine. Only in regards to a long term problem did I find there to be any problems with getting NHS help"		

Record No: 8647	Date: 11/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"My back and hands were really sore now after their advice I'm much better. (Muirkirk Surgery)."		

Record No: 8546	Date: 18/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"No problem at all. I have never had a bad experience before."		

Record No: 8544	Date: 18/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Rang for an appointment this morning and got emergency appointment straight away. Was very pleased with this. Usually not difficult to get an appointment but sometimes can be a bit of a wait. The lack of a nurse is somewhat amazing. It has been many many months since a nurse was available."		

Record No: 8645	Date: 11/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Their service is not that bad. They are efficient and competent of the job they are doing. The enviroment is clean and free of hazard they are welcoming as well."		

Record No: 8641	Date: 11/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"This clinic is very good."		

Record No: 8684	Date: 25/07/2011	Source: Outreach, Muirkirk Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"This service is great. There are no longer waiting list. I mean the waiting time to see the doctor is shorter and also it is organised."		

End of Report