Lewisham LINk

Your Local Involvement Network

Commentaries

Queen's Road Partnership (Baby Clinic), 30.06.11 – 21.07.11

Sorted by Issue Content

Record No: 8640	**Date:** 14/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Booking appointment and waiting time need to be improved, I couldn't get appointment on phone for my six-eight week postnatal check, I have to come to the surgery to get appointment, reason given is the doctors would only be on holiday. June this year 2011."		

Record No: 8638	**Date:** 21/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Called for a service at 1:15pm without an appointment told them how bad my situation was and was told to call back in 30 minutes to see what they can do. I called back and was told to come in an hour later, which a doctor attended to me, that was BRILLIANT. I really do appreciate it. July 2011."		

Record No: 8636	**Date:** 21/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Good services but sometimes the waiting time to see a doctor is too much."		

Record No: 8634	**Date:** 14/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Hard to find out about baby check up when is 8 months old. Speaking to person in the reception desk, gentleman doesn't seems to have any idea."		

Record No: 8632	**Date:** 21/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"I have no story to tell. I like coming to Surgery and the service is also good for me."		

Record No: 8212	**Date:** 30/06/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"I like this GP because they are very nice and friendly in the term of attending to person/patient and the doctor there are very good at listening to the person/patient whatever they want to say."		

Record No: 8211	**Date:** 30/06/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"I tend to only see just one doctor when I attend an appointment. A few of the doctors look at you like you being here is a waste of NHS time. When this particular time happened. I was admitted into hospital the following day after seeing the doctor for 3 weeks. They should treat every attendance individually. The service at the reception is pretty poor. This has been a problem for many years. Their manner is really poor. I've actually come to believe or made to believe that their manner comes with the job, but patients like myself should be made to feel undermised ??? When booking appointments."		

Record No: 8630	**Date:** 21/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"My child had seizures at birth with no apparent reason - we are still waiting for a diagnosis. The ongoing care that we have received has been mostly great but my constructive criticism would be the communication between all departments dealing with Rosa. Sometimes we were miss informed or notes were not passed betweeen doctors. (St. Thomas Hospital + Mary Sheridan)."		

Record No: 8583	**Date:** 14/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Only given set times on 2 days when child can be given jabs,not convenient for working parents, had to take time of work,+take child out of nursery" ST Thomas Hospital "Kept in hospital, for 3days, after child birth,due, no problems, breast feeding, given no support or guidance, just had midwife grabbing & forcing breast into baby's mouth , made to feel like a failure."		

Record No: 8628	**Date:** 14/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Only given set times on 2 days when child can be given jabs. Not convenient for working parents. Had to take time off work + take child out of nursery. (Queen's Road Partnership, Baby Clinic)"		

Record No: 8209	**Date:** 30/06/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Surgery doors very difficult to negotiate with a baby buggy! Very hot in the surgery waiting room. The doctors are excellent - very helpful approachable. Having a new baby can be quite daunting with all the different health visits and appointments, so it's important that the reception staff explain clearly - this wasn't always the case in the other surgery."		

Record No: 8626	**Date:** 14/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"The doctors are nice and treat patients with respect always helpful."		

Record No: 8578	**Date:** 14/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"The doctors are nice,treat patients with respect always helpful"		

Record No: 8206	**Date:** 30/06/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"The surgery has a poor way of making appointment for patients. And the waiting time to see a Dr. after the appointment could approximately be an hour. I'm suggesting there should be more staff - so patients don't have to wait too long, or we should be better off with a day drop in centre."		

Record No: 8625	**Date:** 21/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"There is never an appointment that I can make over the phone as the phone rings without an answer. Whenever you are answered there is never one available."		

Record No: 8203	**Date:** 30/06/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"They've got different doctors. Booking an appointment you can see a doctor or a nurse in the same day. It would be nice if they change the flooring."		

Record No: 8202	**Date:** 30/06/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Visited for my son to be immunised. I had no appointment, but was seen immediately. The receptionist was also very helpful and recommended I see a doctor for a rash she noticed on his face. I was able to get an appointment within 30 mins. I am pleased with the service received."		

Record No: 8576	**Date:** 14/07/2011	**Source:** Outreach, Queen's Road Partnership
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Went to find out about baby check up when 8 months old,speaking to person in the reception desk, gentlemen does'nt seems to have any idea."		

End of Report