

Commentaries

Queen's Road Practice, 27.06.11 – 18.07.11

Sorted by Issue Content

Record No: 8383	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "73 years old serious illness. Well managed by Guys and surgery. Very happy with service of surgery - better with longer hours."		

Record No: 8380	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Content: "Although I have been pleased with the level of care for my son I am disappointed that I have not been in contact with the counsellor who was looking after my son's care in the past. I have tried to make contact again without success at this practice, even with my doctor sending her an email."		

Record No: 8199	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Annual checking and re-visit of angina problem. Surgery sent me an appointment date, discussed problems sent to St. Thomas for ECG seeing doctor with results on next working day."		

Record No: 8197	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content: "Baby Clinic;- Arrived at 10:45 and was told that I was too late to have my baby weighed as previously told that you had to arrive by 10:45 for last appointment at 11:00."		

Record No: 8483	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Booked an appointment this morning - very easy to get at last minute but not so good if try to book ahead - seem to be a 2 week wait then. Have recently had blood test - results were not sent by letter, as done by my previous practice, and is difficult to discuss over the phone as doctor is busy and so am I. Doctors are very good so far."		

Record No: 8378	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Booking appointment by telephone is very difficult because of the tike. The 8am booking time is not appropriate."		

Record No: 8196	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Chronic pain, previous GP abused my medical records, used information to deny me access to my child. "Queens Road Partnership are AMAZING!!"		

Record No: 8478	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Convenient line close by - reception staff are very helpful. Doctors are professional."		

Record No: 8377	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Difficult to get an appointment when I am a full time teacher and have to phone at 8am. Only visit doctor very occasionally so hard to judge service fully."		

Record No: 8376	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Generally good."		

Record No: 8375	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "GP surgery and Waldron Health Centre provide a good service."		

Record No: 8475	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Happy with surgery. Sometimes difficult getting sameday appointment."		

Record No: 8195	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Happy with the surgery."		

Record No: 8473	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Have attended with an emergency ailment, booked the appointment for today."		

Record No: 8472	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I find it difficult to book an appointment on short notice. Usually at 8am I'm on the way to work and can't phone in. If I stay at home I'm not guaranteed to get an appointment and miss a day of work."		

Record No: 8194	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I find the only problem would be to book an appointment is quite a long process and it takes a while to get through to the surgery."		

Record No: 8192	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I generally like my surgery. It is easy to manage my issues. The doctors are knowledgeable and helpful, always treat me with respect. Some staff are abit moody, some are great. I know about internet appointments, still due to ask."		

Record No: 8372	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I had an operation in St. Thomas Hospital. Everything is perfect and for the doctor in here, perfect."		

Record No: 8371	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have a very good experience in this surgery. I always get the appointment when I need it and the doctors are lovely."		

Record No: 8471	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have always been attended to well from the time I call to book an appointment to the time I see a doctor, I have always been treated nicely and at a fast pace."		

Record No: 8369	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been at this surgery for a little time and the staff and doctor Amed is very good and caring."		

Record No: 8367	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been registered at this surgery for 23 years now and have no problem with the service. The staff and doctors have always been polite and understanding. I have always been able to get an appointment and have found the service very reliable."		

Record No: 8469	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been trying to book an appointment since Thursday 14th July and was able to get an appointment on Monday 15th. This happens frequently, and would like to see this change so that it makes it easier for patients to see doctors."		

Record No: 8467	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have had an allergic reaction to insect bites and have come here for advice."		

Record No: 8364	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Content:		
"I have used the counselling and mental health services and found them very helpful. The Artslift Project is great."		

Record No: 8363	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I live within walking distance of my GP, dentist and walk-in-centre. I am very pleased with the local facilities and found the doctors to be most helpful in my care."		

Record No: 8065	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I phoned on Friday 24th requesting an appointment but none were available, the first available was tomorrow (28th) but this was not with a female GP.		
I was therefore asked to phone this morning at 8am (Mon) which I did and was given an appointment for 10am so the appointment is not bad, but less of a wait would have been better, I'm pleased the phone number is local again."		

Record No: 8466	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I prefer to make an appointment at all times, because I hate waiting."		

Record No: 8360	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I think they are great, because they cover a big section of New Cross, so it's good I am pleased with the service."		

Record No: 8358	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Involved in RTA needed some attention, was allowed to come to surgery within 1 hour of calling the surgery to be examined for my injuries. Needed repeat prescription ASAP unable to come to surgery to submit form but receptionist was very helpful and was able to organise my prescription to be organised within 1 hour of my call. Now that's what I call service!"		

Record No: 8355	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I've been a patient for 40 years. I have always been able to ask questions and the doctors always answer."		

Record No: 8063	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Last week (Monday) I asked about an emergency appointment because I felt not well, with cough and high temp, I got this appointment in next 15 min, and doctor found it's a chest infection. "		
"Today I'm here for checking (control)"		

Record No: 8062	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Making an appointment has improved over the last 6 months,it's easier to get an an emergency appointment."		

Record No: 8465	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"More than satisfied visit surgery regularly. I am a diabetic and am here to see the nurse."		

Record No: 8186	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"My doctor saved my life about 12 years ago and he spotted cancer on my nose it was a big operation but it saved my face. It is very hard to get an appointment."		

Record No: 8353	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"No problems, doctors are very helpful all the time."		

Record No: 8061	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Not impressed by Dr Kumaro she does not listen very well"		
Ambulance service 3 weeks ago, needs to be a watchdog server, staff rude and don't listen, I was sick and they kept asking me lots of questions, eventually they took me to hospital, reluctantly lewisham hospital."		

Record No: 8352	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Not really happy with the service here. I have been told my son has got chicken pox. Got a prescription to treat it. But really he had no chicken pox. I come here when really desperate."		

Record No: 8185	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Sometimes almost impossible to get a same week appointment if absolutely vital I need to see a doctor I come to the surgery and sit and wait for an hour or two. (Queens Road Practice)"		

Record No: 8059	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Sometimes it is quite difficult to make an appointment,, you find it hard to get them on the phone, then when you walk in you are told to phone them, have had it several times."		

Record No: 8462	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Staff very friendly - reception. Doctors, very caring listen to you - don't fob you off. Always get an appointment when I come in. Prefer to come in to make an appointment as I live across the road."		

Record No: 8459	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Staff very good they get to know patients and listened too. Patients Electronic Booking In System is good."		

Record No: 8457	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The doctors here are respectful, kind and tranquil. So are all the other staff. One feels that they really are going to help you."		

Record No: 8456	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The doctors here are respectful, kind and tranquil. So are all the other staff. One feels that they really are going to help you."		

Record No: 8455	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The doctors open at 8 to be able to ring to make an appointment. Takes forever 9 out of 10 times there are no appointments available. Waiting to be seen can be a nightmare for a 10 minute appointment. But the doctors are all friendly and listen to what you have to say."		

Record No: 8350	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The nurses and doctors are very friendly and always ready to help when one needs help. They are happy to follow any patient up that needs their service."		

Record No: 8183	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "The staff are the best and are very helpful and respectful."		

Record No: 8451	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "The staff at Queens Road Partnership provides a high quality of services."		

Record No: 8058	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "The surgery is good, there are some great doctors, but sometimes it takes a few weeks to get appointments, to see them doctors." "Dr Sayah is the best doctor in the practice is very helpful, and is very understandable, and Doctor Rodrigues is brilliant." "The waiting room is is great and the receptionist is ok, but David is the best receptionist he is also very helpful."		

Record No: 8182	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "The treatment is very very good and they are respectful and friendly. They talk nicely and softly to you so you could understand."		

Record No: 8450	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "There has been a significant improvement in waiting / appointments. New (relatively) staff have made a difference. Having no car park space can be difficult if one is ill / disabled but I cant see the remedy here. This is also applicable - Waldron. Too long a delay for blood test - 2 weeks. Odd reception called and she told me a colleague had the clients (database?) and would hold. Not very swift service - poor attitude to patients. Not true of pathology."		

Record No: 8348	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "This GP has been good and close to my family - it is usually easy to book appointments and all the staff are friendly to relate with. It is also close to the pharmacy so made it easy in picking up prescriptions."		

Record No: 8054	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "This is a a very good surgery, if you can't get an appointment due to them being full you always get a emergency or a call back from a doctor and waiting time is not too long."		

Record No: 8051	Date: 27/06/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Today I'm called for an appointment and staff speak with me not very friendly"		

Record No: 8444	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Very good service they help me a lot and the doctor is very good."		

Record No: 8442	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Very happy with surgery."		

Record No: 8441	Date: 18/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Very hard to get an appointment the last time I waited two weeks just for an appointment. The male receptionist is very helpful in finding appointments available."		

Record No: 8344	Date: 04/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Wait 2 weeks to see doctor. If emergency arrive at 11am have to wait over an hour. Whole system is no good, the government have ruined the service."		

Record No: 8438	Date: 11/07/2011	Source: Outreach, Queen's Road Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
D"octors here are very considerate and very supportive - no story in particular, I am just comfortable with the service rendered. Thanks."		

End of Report