

Commentaries

South Lewisham Group Practice, 28.02.11 – 28.03.11

Sorted by Issue Identified

Record No: 5790	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content:		
<p>"My father-in-law is nearly 88, the treatment and service is really good, all the services he needs are under one roof (prostate nurse fantastic). Doctors listen and give plenty of time, chat and ask about the family (Dr Ismail)! The only criticism is to try to book an appointment, phone is impossible, the online facility doesn't work?!"</p>		

Record No: 5951	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content:		
<p>"I'm a diabetic, but my surgery (Deptford) only does phlebotomy services, say 2 days a week, so here was more convenient for me, cos of work. It's good, treatment ok, appt ok."</p>		

Record No: 5947	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content:		
<p>"It is difficult to get an appointment. It is a bit better now since they change the time of appointments from 8. But it is still bad because I live a bit far and I do not drive so sometimes it is difficult for me. It is difficult to get appointments for children, it takes all my day for them to see a doctor. I don't take kids to school when they are sick, but I do not know if I will get an appointment. I am lived with this system. But the doctors are good."</p>		

Record No: 5423	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Accessibility, Distance, N/A (Negative)		
Content:		
<p>"I think that Lewisham generally provide a good service. I came here for a blood test - I would prefer it in my surgery (Winlaton Road). It is probably down to this that they do not have a full time nurse."</p>		

Record No: 5457	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Accessibility, Distance, N/A (Negative)		
Content:		
<p>"I am here for a blood test, I couldn't get one at Forest Hill - (Jenner) - too busy, the waiting part is difficult - nearly a fortnight. I'm 88, heart failure nurse sent me here (walk-in here Mon's). Generally speaking, things ok, but waiting times are difficult, it's a fact of life nowadays, what can you do about it?"</p>		

Record No: 5798	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content:		
<p>"It's a really good surgery, my treatment is all under one roof. Appts are fine with me, I'm happy with the way things are going. They are really good doctors, listen and empathic."</p>		

Record No: 5414	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content:		
<p>"I'm really pleased with this practice, the doctors are all really good and approachable!"</p> <p>"I've just had a baby - I've seen the midwives here which was good, saved me having to go to the hospital."</p>		

Record No: 6539	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Asthma)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"You can never get through on the phone appointments so I have had to come in person at 8.30 am wasn't seen until 8.50am, take son to school, come back and got emergency appointment, only 1 person on duty hassle and trouble this am, but that's usually the case anyway. Plus the phone charges you over when its ringing. You just get fed up of it all. I'd have moved but it is the closest for me, my health is poor (bad asthma) so its not really a good option for me. I find also in the am when busy the staff can be moody, miserable, rude, ok they are under pressure too but this isn't all, need to make changes here. Often appointments were better with the 2pm bookings. Since they have changed after 2pm appointments its not working the same."</p>		

Record No: 5791	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"My father-in-law is nearly 88, the treatment and service is really good, all the services he needs are under one roof (prostate nurse fantastic). Doctors listen and give plenty of time, chat and ask about the family (Dr Ismail)! The only criticism is to try to book an appointment, phone is impossible, the online facility doesn't work?!"</p>		

Record No: 6384	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 have been with this practice only 2 months but I had a problem with registration as there was some misunderstanding with supporting my application. The appointment system is working for me and the doctors treat me with dignity and respect. I think that they are good."</p>		

Record No: 6399	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Every time I see a different doctor. For example, last Friday I saw a doctor she asked me to book myself for today but when I called today they gave me another one. So I have to start everything again with explanations. In other practices they have this same doctors only not here. The doctors are nice. Recently they have changed the number to call and I have to say that this time it seems to be working."</p>		

Record No: 5956	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I just left my GP 10 mins ago, did blood test, Guys - 1st clear! Referred back here for follow up and check. Satisfied with treatment and services. GP always handled my care very well. The atmosphere is very congenial, people/staff here, very friendly, willing to help, you're not restricted to any one doctor, if needed they fit you up with another, makes it easy and convenient for you to get care."</p>		

Record No: 5934	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Sometimes reception staff can be ill informed (my daughter was told she could not book appointments in advance). Waiting room is bright and generally clean. But patients can be noisy, rude and impatient. Doctors are helpful, clear and appear very caring. Good clinics and services. Well done."		

Record No: 5939	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Recently registered here, they're helpful when we need an appointment. Very pleased with everything - treatment - ok with all."		

Record No: 5970	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Generally I think that is bad. The way they look at you, treat you. When you come for an appointment and you have to wait for an hour. I have a problem to get an appointment and the wait it is ridiculous. I am pregnant now and I am not happy that I am not seeing this same midwife."		

Record No: 5444	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 got on well with my doctor, he's the only one I say, since 2007, Room 6 Dr. Kanapathi. Quite happy like a friend, we speak about everything. No problems really, otherwise."		

Record No: 5460	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 happy with this GP. I always am getting my appointments and do not see any problems here."		

Record No: 5420	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 use this GP surgery for the last 5 years and I am very happy with it. I never have any problems to get appointments and always I have been treated very well."		

Record No: 5777	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"20 years I've been coming here, excellent really. Phone booking can be a problem. Doctors very caring, spend time to follow-up issues (Dr O'Brien and Dr Ismail). I had a work-related accident and Dr O'Brien actually came to my work to see that things were OK, I thought that was brilliant."		

Record No: 5449	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 them really good here, very helpful (the reception staff), the doctors are very good too (very understanding, listen and give advice). Can't fault them in any way/ One issue tho' is getting thru on the phone! From 8am, ring, ring, engaged and difficult to get through. You have to turn up yourself, if u can (I think they're changing their telephone booking system later in March, hopefully it will be an improvement). No afternoon appts any more."		

Record No: 5772	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Appointments are hard to make here (nigh impossible!), esp phone, it's best to jump in the car and come down. It all depends who is on reception, some are really helpful. Doctors and treatment are great, but the hanging around is a pain (up to 40 mins) plus to wait for nearly most appt (last 5 years)."		

Record No: 5394	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 practice looks very different (today) since I was here last, say (8-9 months). The ticketing system, people standing around, not knowing what to do... frustrating. I asked to speak to someone at the desk, I have to go to work, but it seems I'll be here for a while now, on the last, I tried to fax for a repeat prescription on 2 nums! (still in my pocket)! Extremely inconvenient for me at this stage! I must add, the staff are lovely but the system needs to get back to its 'personal touch!'"</p>		

Record No: 5387	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"This practice, appts are OK, doctors are quite helpful, no complaints, helpful friendly staff!"</p>		

Record No: 5755	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"It's hard to get thru on the phone, I've got 4 kids, so I couldn't get down here in person. An hour and 40 mins it took me, it's frustrating, it's a pain. Board says 50 mins behind (difficult wait with a young child). No toys/creche facilities available! For treatment it's alright, they're all helpful with my kids, 2 of my kids are quite sick children so hospital referrals are good."</p>		

Record No: 5405	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"It's a nightmare to get appointments if you phone past 8.20 am no chance! 10 years at this surgery. Inconvenient, very frustrating. Ring and ring, (10 calls made), on my time, my bill."</p> <p>"Doctors are great here, fantastic, I would'nt want more. Other referrals / services fine, no problems; each visit (on going) went quickly."</p> <p>"Can't plan other things, issue with delays / waiting time, I.e. waiting now half an hour."</p>		

Record No: 5785	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Services seem to be cutting back, staff appts etc, phone is poor, we used to come down, queue up, take ticket and get appt, now, it's phone, ring, ring, ups your phone bill. But often, we find the service is good, ok, in every way, just the problem of booking (months now). The doctors are marvellous."</p>		

Record No: 6086	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Negative)		
Content:		
<p>"The only problem is to phone in, so I prefer to come myself and book in. There is always a delay, around 20 minutes. Today I came for change of medication, as they seem to be too strong for me. The display with the names - if this could be brighter as the waiting area is bright so I have to strain my vision to see when my name is displayed."</p>		

Record No: 6396	Date: 28/03/2011	Source: Meeting, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Positive)		
Content:		
<p>"I am satisfied with this practice. I have with them about 6 years and I think that many things have improved even layout. I have had good service from doctors and nurses."</p>		

Record No: 5937	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Positive)		
Content:		
<p>"Sometimes reception staff can be ill informed (my daughter was told she could not book appointments in advance). Waiting room is bright and generally clean. But patients can be noisy, rude and impatient. Doctors are helpful, clear and appear very caring. Good clinics and services. Well done."</p>		

Record No: 6555	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Positive)		
Content:		
<p>"I have been using this GP practise for a few years.They introduce a lot of changes so when you get used to one thing they are bringing another one. But I think that probably you can get used to this, for example, the phone number they have changed recently. The new phone number there is no holding system so I do not know if it is better or worse as when you will call and no one is there to pick up it cuts you off. I still have to see if this system is better or not. I have been lucky I'm seeing the doctors who I like this is good. I think that the floor is nice. It brightens the space."</p>		

Record No: 5763	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Negative)		
Content:		
<p>"I only see one GP here, it's easier for me that way, not have to give history all the time. No issues or complaints about treatment or services. being a wheelchair user, it can be difficult to get on here sometimes, access for disabled people could be better (height of sign-in screen, etc). Some referrals, pretty straight forward there, no problems (Kings, UHL A&E). Nurses are good here too!"</p>		

Record No: 5461	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Negative)		
Content:		
<p>"Here for a blood test today. The Boundfield Road Practice is my GP, is quite small, I wish they could 'improve' it or make it bigger, one doctor at a time, can be up to 2 hours waiting! It's a bit inconvenient."</p>		

Record No: 6110	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Temperature/Air Conditioning (Negative)		
Content:		
<p>"I am happy with this GP surgery, but the great difficulty is in getting through on the phone. The change the number but I have not use it yet. I book myself on the old number in advance so I do not know that the new will work. I am happy with the doctors, staff, receptionists I think that they are OK. The waiting area is too hot. Usually I come see this same doctor, which is fine."</p>		

Record No: 6559	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Temperature/Air Conditioning (Negative)		
Content:		
<p>"I am very happy coming to this service. Genuinely they are good here, but waiting for an appointment could be improved.maybe drinking water could be provided as getting here sometimes very hot. But overall, they are very good. I do not have problem attend appointment either I come or phone, no problem whatsoever."</p>		

Record No: 5935	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Personal, Privacy/Dignity (Negative)		
Content:		
<p>"Sometimes reception staff can be ill informed (my daughter was told she could not book appointments in advance). Waiting room is bright and generally clean. But patients can be noisy, rude and impatient. Doctors are helpful, clear and appear very caring. Good clinics and services. Well done."</p>		

Record No: 6552	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, Administration, Omission (Negative)		
Content:		
<p>"I just registered with this GP practice.The registration wasn't fast. When I came the person who was doing the registration was off sick, they asked me to come again and when I filled up the application form they got my details wrong. I had to prove who I was and correct the incorrect details. So yes there was a problem, it took me up to 3 weeks to register myself with this GP practise. After 2 weeks someone called me to confirm my details but when I came the details were wrong where do they have all this information from."</p>		

Record No: 5980	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, User Information, Signposting (Negative)		
Content:		
<p>"It works ok for me, never had any problems to be quite honest with you - e.g. when I want an appointment I can get one. Just happy with the service really. We feel sometimes it's difficult to find or be directed to resources, but once you know, they can and they need to promote more."</p>		

Record No: 6540	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Asthma)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Cost, Incidental, Other (Negative)		
Content:		
<p>"You can never get through on the phone appointments so I have had to come in person at 8.30 am wasn't seen until 8.50am, take son to school, come back and got emergency appointment, only 1 person on duty hassle and trouble this am, but that's usually the case anyway. Plus the phone charges you over when its ringing. You just get fed up of it all. I'd have moved but it is the closest for me, my health is poor (bad asthma) so its not really a good option for me. I find also in the am when busy the staff can be moody, miserable, rude, ok they are under pressure too but this isn't all, need to make changes here. Often appointments were better with the 2pm bookings. Since they have changed after 2pm appointments its not working the same."</p>		

Record No: 5758	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Cost, Incidental, Other (Positive)		
Content:		
<p>"It's been OK for me, I've got diabetes and I got no problems with things. It works for me, does what I need. Treatment good, no complaints. Free prescriptions - are good too tho!"</p>		

Record No: 6117	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Cost, Incidental, Other (Negative)		
Content:		
<p>"Everything is fine, only thing is, you can never get them on the phone, I was trying for 2 hours this morning, when you do get them sometimes, you're told to wait, and you can run out of credit on your phone. Still no appointment - maybe cos you got no credit. Reception is OK, waiting time in surgery can be a while. Doctors/treatment good, OK."</p>		

Record No: 5421	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Medication, Omission, N/A (Negative)		
Content:		
<p>"I think that this GP surgery provides a good service. I am not so keen on the prescription system - repeated one. It takes up to two days to get it. I think that this is too long."</p>		

Record No: 5936	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Sanitation, Environmental, Hygiene (Positive)		
Content: <p>"Sometimes reception staff can be ill informed (my daughter was told she could not book appointments in advance). Waiting room is bright and generally clean. But patients can be noisy, rude and impatient. Doctors are helpful, clear and appear very caring. Good clinics and services. Well done."</p>		

Record No: 6371	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"They have online appointments but there are not many available there: only 2 at the morning and 2 at the evening. They should have put more appointments online, maybe every doctor should have 2 each day, so you can have a choice when you don't like some of them. The answer - phone they have taken away so maybe this will improve the situation. They should be open on Saturday as not always you can take off from work. Another thing, you can book 2 weeks in advance but you cannot book one day before."</p>		

Record No: 5954	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 think the system, in the surgery works really well - in general - from my experiences. 8am opening is really convenient. Phone booking OK for us. Really easy ways to get same GP (Dr Ismail). Many years, really good with all my family."</p>		

Record No: 5766	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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 can speak to GP after the surgery times which is good!"</p>		

Record No: 5434	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 have a problem to get an appointment. I have seen a practice manager about this and she said that they work on it. At the moment I prefer to come at the morning and book myself in person. Sometimes this can be an issue as I live in Catford."</p> <p>"I just got a letter with new opening hours, they are cutting the late hours. At the moments there are 2 late evenings where they are open, but from the 14th March they will cut these hours. I think that this is a little bit of a draw back, and can be a problem for people who work. So I can see that there is a reduction in hours."</p>		

Record No: 5788	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"My father-in-law is nearly 88, the treatment and service is really good, all the services he needs are under one roof (prostate nurse fantastic). Doctors listen and give plenty of time, chat and ask about the family (Dr Ismail)! The only criticism is to try to book an appointment, phone is impossible, the online facility doesn't work?!"</p>		

Record No: 6377	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 tried phone this morning could not get through so I had to come in person 8.30. Got the ticket but still I used mobile to book my appointment when in the queue... just one phone on the desk. Finally I got an appointment for 11.30 so I went home, came back but now I still have to wait long time for it! Very frustrating, I am no happy about all this situation. I have to say that the staff is good and they do what they can. I don't understand why you cannot book in advance, for example for the next day. In other practices they offer this kind of service. I try not to use this surgery much, I think that I will change it for a different one as I cannot rely on them to help us!"</p>		

Record No: 6107	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 am happy with this practice. But you have a job to get an appointment. We cam here on Thursday and they say that there will be time to see us on Friday but they give away this appointment so we are here now today on Monday."</p>		

Record No: 6376	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Most of the time there is no appointments left,. For example, you cannot get through on the phone and when you do usually 7 out of 10 they will say you no appointments. Sometimes I prefer to come in person but on one occasion there was no appointments left. I cannot deal with this as I have to take the day of from my work. I will like to see more appointments available online. Another thing - no always you can see this same doctor."</p>		

Record No: 6388	Date: 28/03/2011	Source: Meeting, South Lewisham Group Practice
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 have been with this practice for the last 4 years. Over this period I could notice some improvements. I like my doctors and nurses. I have not had bad experiences even with obtaining appointments."</p>		

Record No: 6373	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"They have online appointments but there are not many available there: only 2 at the morning and 2 at the evening. They should have put more appointments online, maybe every doctor should have 2 each day, so you can have a choice when you don't like some of them. The answer - phone they have taken away so maybe this will improve the situation. They should be open on Saturday as not always you can take off from work. Another thing, you can book 2 weeks in advance but you cannot book one day before."</p>		

Record No: 6385	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 have been with this practice only 2 months but I had a problem with registration as there was some misunderstanding with supporting my application. The appointment system is working for me and the doctors treat me with dignity and respect. I think that they are good."</p>		

Record No: 6101	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 found this practice all right. I am happy with the appointment system."		

Record No: 5807	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 on pretty well, I've got 6 kids, no problems really, I can get appointments when I need. Any issues with kids health, are dealt with quite quickly and we're very satisfied with that. I'm a Family Liason Officer (Lewisham School Services) - we find communicating is good both with the Health & Social Care Teams / Services".		

Record No: 5796	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"It's alright for me, I haven't had a problem at all, no problems with appointments, everything's fine 13 years with practice."		

Record No: 5817	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Hard to get an appointment, the phone/access/process."		

Record No: 5782	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"The blood-test experience is fine, take a ticket and wait. GP is at Moorside. I'm looking to change. Struggle to get appts. Waiting times when there, appt 4.25pm seen at 5.05pm. Reception fantastic but doctors ain't. My friend lives in Sidcup and they open at 7am - I think earlier opening is a good idea."		

Record No: 5921	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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: "To get an appt here is bad! I got here @ 8am, given at 9am for 10.30. If I wasn't so ill, I would have gone home. It's always a problem, never really like that before. I can't complain about the doctors care, it' excellent."		

Record No: 5948	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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: "It is difficult to get an appointment. It is a bit better now since they change the time of appointments from 8. But it is still bad because I live a bit far and I do not drive so sometimes it is difficult for me. It is difficult to get appointments for children, it takes all my day for them to see a doctor. I don't take kids to school when they are sick, but I do not know if I will get an appointment. I am lived with this system. But the doctors are good."		

Record No: 5941	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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: "Over here is all right but I have known better. I found very hard to get an appointment."		

Record No: 5924	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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: "This GP surgery is quite good, I do not have problem with getting an appointment."		

Record No: 5944	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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: "My family came here today, things are ok here. No problems really... got emergency appointment for my granddaughter! Satisfied that we got that appointment."		

Record No: 6089	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Reception - problems sometimes for appointment booking, but I use online now, so I kind of bypass that. It seems to be getting a bit better though, I think."		

Record No: 6088	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Reception - problems sometimes for appointment booking, but I use online now, so I kind of bypass that. It seems to be getting a bit better though, I think."		

Record No: 5964	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 very happy with this practice. There used to be a problem to get an appointment but today I got through. People who work in reception have to deal with the phones and the people who are coming in person to book in. Maybe they should look into this problem and get more organised as sometimes phone is ringing and ringing and no-one is there to pick up."		

Record No: 5968	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Generally I think that is bad. The way they look at you, treat you. When you come for an appointment and you have to wait for an hour. I have a problem to get an appointment and the wait it is ridiculous. I am pregnant now and I am not happy that I am not seeing this same midwife."		

Record No: 6561	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Generally speaking for the family, I think this is a brilliant practise to be honest with you, even though the appointments are on the day, if they can fit you in, they will, no real waiting. What I like too is if the appointment is for a child they will book that really quickly for you ,10/10 for us."		

Record No: 6558	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 very happy coming to this service. Genuinely they are good here, but waiting for an appointment could be improved.maybe drinking water could be provided as getting here sometimes very hot. But overall, they are very good. I do not have problem attend appointment either I come or phone, no problem whatsoever."</p>		

Record No: 6554	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 have been with this practise since 1953. I have always have fantastic doctors. I see here many doctors but they are good. My wife usually get many appointment. I think I have been looked after very well."</p>		

Record No: 6544	Date: 28/03/2011	Source: Patient Opinion, South Lewisham Group Practice
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>"Things are fine, I don't really come here that much, everything is alright, treatment, doctors listens, appointments ok. I cant think of anything good or bad about the services really,works for me."</p>		

Record No: 6543	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Well, things are not too bad. I dont know what to say really, long waiting time. Appointment , access ok. Treatment is good. Referral ok too"</p>		

Record No: 5978	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"It's fine, if I wasn't happy I'd have a lot to say, but there isn't generally you get an appointment. All ok across the board."</p>		

Record No: 5428	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 never have had any problems to get appointments over here! I never have a problem to see this same doctor. The appointments seems to be usually on time, only today I have been waiting around 1 hour for it, but really I cannot complain as this has happened for the first time.</p>		

Record No: 5437	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 have a problem to get an appointment on the same day because there are often not many appointments left on the day. But what is good - that they introduce the system that your can make appointments in advance. The telephone system - I think that it has improved as now it is much more easier to get through."</p>		

Record No: 5435	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 have a problem to get an appointment. I have seen a practice manager about this and she said that they work on it. At the moment I prefer to come at the morning and book myself in person. Sometimes this can be an issue as I live in Catford."</p> <p>"I just got a letter with new opening hours, they are cutting the late hours. At the moments there are 2 late evenings where they are open, but from the 14th March they will cut these hours. I think that this is a little bit of a draw back, and can be a problem for people who work. So I can see that there is a reduction in hours."</p>		

Record No: 5450	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 feel a bit confused with the ticket system. I have taken one, have to wait and I do not know for what, to who I have to see. The system of appointments is changing constantly and I feel a bit lost. I do not know what to do."</p>		

Record No: 5923	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"This practice, can be difficult to get appts - online appts are really helpful, it's impossible to incredibly difficult to get an appt at 8am, etc (kids to school) or if you ring late in the day, they say ring 8am tomorrow!!! Also a prescription was not faxed through so we ended up with local service (SELDOC).</p>		

Record No: 5932	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 appointment system generally is good. First come first serve but when you really have a problem it is difficult to get one when really needed. Usually I call here but it is difficult (sometimes it takes 1 hour and it is not guaranteed that you will get one) so when I really, really need an appointment I prefer to come and book myself, which can be a bit of a struggle when you have small children."</p>		

Record No: 5931	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 appointment system generally is good. First come first serve but when you really have a problem it is difficult to get one when really needed. Usually I call here but it is difficult (sometimes it takes 1 hour and it is not guaranteed that you will get one) so when I really, really need an appointment I prefer to come and book myself, which can be a bit of a struggle when you have small children."</p>		

Record No: 5388	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"This practice, appts are OK, doctors are quite helpful, no complaints, helpful friendly staff!"</p>		

Record No: 5395	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 practice looks very different (today) since I was here last, say (8-9 months). The ticketing system, people standing around, not knowing what to do... frustrating. I asked to speak to someone at the desk, I have to go to work, but it seems I'll be here for a while now, on the last, I tried to fax for a repeat prescription on 2 nums! (still in my pocket)! Extremely inconvenient for me at this stage! I must add, the staff are lovely but the system needs to get back to its 'personal touch'!</p>		

Record No: 5745	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"That's fine there. Doctors/treatment alright but phoning and getting appointments a nightmare (always). It's getting to the stage, where I'm thinking of changing my GP practice!"</p>		

Record No: 5386	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"What I do not understand is why you have to call before 8 am when they open at 8.30am You can only get an appointment on the same day on the phone. I will like to get an appointment ahead on the phone. You can do so only online, but I do not have a computer, my daughter is doing this for me. There must be some explanation why this is, but I do not understand why."</p>		

Record No: 5768	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"Blood test - walk in, no real problems. Moorside is alright. The only thing we don't like is getting a routine appt, can take a week! Appts on the day fill up quickly, first come, first seen!"</p>		

Record No: 5774	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Appointments are hard to make here (nigh impossible!), esp phone, it's best to jump in the car and come down. It all depends who is on reception, some are really helpful. Doctors and treatment are great, but the hanging around is a pain (up to 40 mins) plus to wait for nearly most appt (last 5 years)."</p>		

Record No: 5754	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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've always been able to get an appointment. 9/10 - times I got the GP I want to see. My doctor is fantastic (Dr Ismail). I've got no complaints, the doctors take their time and listen to you."</p>		

Record No: 5761	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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'm quite happy with the way things are going for me here. Collection of medicine is good, the only trouble is making an appointment. It's enough to keep me from doing it sometimes, not a big worry, but it's a fact of life. I'm quite satisfied with my treatment, when I do get it."</p>		

Record No: 5419	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 use this GP surgery for the last 5 years and I am very happy with it. I never have any problems to get appointments and always I have been treated very well."</p>		

Record No: 5748	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Services are very good here, I know, they chop and change the appointment system, u ring, they say call back. Then no appts?! Last week, waited a week for an appt to see my own GP (which is fair enough). Luckily, I don't go to the hospital (UHL), but my mum does and speaks highly of services there and at the surgery here too!"</p>		

Record No: 5408	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"It is a busy surgery, I have been here a long time, and the telephone system has to be developed, the telephone system doesn't work. I prefer to come here at the morning and register myself. For the elderly people it can be difficult to use all this technical new stuff as the touch screen. So to get an appointment I have to come here before 8 and wait outside in the cold weather. But if commenting on the medical service I have nothing bad to say, all my family seems to be happy with the service provided."</p>		

Record No: 5459	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 this GP. I always am getting my appointments and do not see any problems here."</p>		

Record No: 5452	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 very happy with this GP surgery. I never have any problems to get an appointment."</p>		

Record No: 5797	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"It's a really good surgery, my treatment is all under one roof. Appts are fine with me, I'm happy with the way things are going. They are really good doctors, listen and empathic."</p>		

Record No: 5412	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"In my opinion everything seems to be fine here, I do not have any problems to get an appointment."</p>		

Record No: 6517	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Asthma)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
Content:		
<p>"You can never get through on the phone appointments so I have had to come in person at 8.30 am wasn't seen until 8.50am, take son to school, come back and got emergency appointment, only 1 person on duty hassle and trouble this am, but that's usually the case anyway. Plus the phone charges you over when its ringing. You just get fed up of it all. I'd have moved but it is the closest for me, my health is poor (bad asthma) so its not really a good option for me. I find also in the am when busy the staff can be moody, miserable, rude, ok they are under pressure too but this isn't all, need to make changes here. Often appointments were better with the 2pm bookings. Since they have changed after 2pm appointments its not working the same."</p>		

Record No: 5789	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
Content:		
<p>"My father-in-law is nearly 88, the treatment and service is really good, all the services he needs are under one roof (prostate nurse fantastic). Doctors listen and give plenty of time, chat and ask about the family (Dr Ismail)! The only criticism is to try to book an appointment, phone is impossible, the online facility doesn't work?!"</p>		

Record No: 5780	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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, Telephone (Negative)		
Content:		
<p>"Trying on the phone since 8-15am. Rang and rang. Cut out. Eventually got in the car and came down. We/I got the appointment for my son and are going in now. That's my only comment - don't use the practice much myself, but when I do it's okay."</p>		

Record No: 6402	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
Content:		
<p>" I have been with this practice 6 years and the only problem is the appointment system. There always seems to be a delay at appointment. In the past I hd problems to phone in, sometimes I had spend one hour on the phone but today I got through stright away, so yes, maybe the new system is working but I have to wait and see."</p>		

Record No: 6401	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Positive)		
Content:		
<p>" I have been with this practice 6 years and the only problem is the appointment system. There always seems to be a delay at appointment. In the past I hd problems to phone in, sometimes I had spend one hour on the phone but today I got through stright away, so yes, maybe the new system is working but I have to wait and see."</p>		

Record No: 6372	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"They have online appointments but there are not many available there: only 2 at the morning and 2 at the evening. They should have put more appointments online, maybe every doctor should have 2 each day, so you can chave a choice when you don't like some of them. The answer - phone they have taken away so maybe this will improve the situation. They should be open on Saturday as not always you can take off from work. Another thing, you can book 2 weeks in advance but you cannot book one day before."</p>		

Record No: 6099	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I think that this practice is fine, doctors, receptionists and staff are perfect. Only one thing, we do not like to be on the phone for more than 1 hour like this morning."</p>		

Record No: 6380	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I tried phone this morning could not get through so I had to come in person 8.30. Got the ticket but still I used mobile to book my appointment when in the queue... just one phone on the desk. Finally I got an appointment for 11.30 so I went home, came back but now I still have to wait long time for it! Very frustrating, I am no happy about all this situation. I have to say that the staff is good and they do what they can. I don't understand why you cannot book in advance, for example for the next day. In other practices they offer this kind of service. I try not to use this surgery much, I think that I will change it for a different one as I cannot rely on them to help us!"</p>		

Record No: 6118	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Everything is fine, only thing is, you can never get them on the phone, I was trying for 2 hours this morning, when you do get them sometimes, you're told to wait, and you can run out of credit on your phone. Still no appointment - maybe cos you got no credit. Reception is OK, waiting time in surgery can be a while. Doctors/treatment good, OK."</p>		

Record No: 6105	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I am not particularly happy as they change the phone number. Today it took ages to get through, over an hour. The doctors are fine only the problem is to get to the practice."</p>		

Record No: 6375	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Most of the time there is no appointments left,. For example, you cannot get through on the phone and when you do usually 7 out of 10 they will say you no appointments. Sometimes I prefer to come in person but on one occasion there was no appointments left. I cannot deal with this as I have to take the day off from my work. I will like to see more appointments available online. Another thing - no always you can see this same doctor."</p>		

Record No: 6393	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 (NegativePositive)		
Content:		
<p>"I do not live with my young daughter who is registrated with this practice, I live in Catford Hill and because of different post code I cannot registrate myself with this practice. I think that for both of us would be better if we could belong to this same practice. I think that this is unfair. The appointments are never on time. She was booked for 10.10 but now is 10.30 and I don't know how long we will be waiting to see a doctor. She is booking herself on the phone and really never complain about the process but with this new number starting with 0203 - is there any extra cost attached?"</p>		

Record No: 6111	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I am happy with this GP surgery, but the great difficulty is in getting through on the phone. The change the number but I have not use it yet. I book myself on the old number in advance so I do not know that the new will work. I am happy with the doctors, staff, receptionists I think that they are OK. The waiting area is too hot. Usually I come see this same doctor, which is fine."</p>		

Record No: 6114	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Generally the service is good only the appointment system - I have found difficult. You have to call 8 O'Clock you can't get through and when you do all appointments are gone. This is a problem when my child is sick. But doctors are good. So only appointments are something to be improved."</p>		

Record No: 6102	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I have been coming here for the last couple of years. They have changed the phone number but this always was a problem. You have to come in really and book yourself. Today I called probably 8 times, and in the end I got through. The doctors are fine."</p>		

Record No: 6391	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I have been using this practice for the past 20 years and only one complain which I have is the appointment system. I cannot get through on the phone in the time given. They have changed the phone number but I cannot see any improvement. The doctors and nurses are fine, there is no problem here."</p>		

Record No: 6087	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"The only problem is to phone in, so I prefer to come myself and book in. There is always a delay, around 20 minutes. Today I came for change of medication, as they seem to be too strong for me. The display with the names - if this could be brighter as the waiting area is bright so I have to strain my vision to see when my name is displayed."</p>		

Record No: 6398	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Every time I see a different doctor. For example, last Friday I saw a doctor she asked me to book myself for today but when I called today they gave me another one. So I have to start everything again with explanations. In other practices they have this same doctors only not here. The doctors are nice. Recently they have changed the number to call and I have to say that this time it seems to be working."</p>		

Record No: 6097	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I try to book an appointment today but it was difficult for me. The telephone system was down today so I had to come here and book myself in person. But generally I am not using the service often but when I need I want that the system is working. I think that the NHS miss the human touch, someone to talk to. The doctors are fine but the access is difficult. Myself I work in service industry so I am aware of all the difficulties but they should work harder to resolve this issues."</p>		

Record No: 5783	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"The appointment system is not working. We were meant to call at 8.30 am, then 8 am but I would usually be on the phone from 8 am to about 9 am without an answer. When I finally get through, then all appointments are gone. If it is a walk-in appointments that are being operated, then we should all be informed accordingly. The number change was a surprise, I only just found out this morning. Please keep your patients informed as we do keep you informed".</p>		

Record No: 5787	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Not too bad here, worst thing is trying to get them on the phones, nobody ever seems to answer! 10 years at this practice. It's the busiest I've ever seen it to-day! (Wife on the phone too long, then got through, no appointments left! Doctors are good, queues shouldn't be like that, more staff?".</p>		

Record No: 5801	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"It is excellent, they cover most of the things, blood test etc. doctors, maybe they are too popular because it's hard to get an appointment. At the morning it is impossible to call at the morning, the phone is engaged. There is an option of collecting the ticket and book yourself an appointment, but overall I will like to emphasise on the positive side as this is a very good practice".</p>		

Record No: 5816	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I am happy with this GP surgery I do not have problems in getting appointments, I can always get through on the phone, and I think that the doctors here are good".</p>		

Record No: 5818	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Hard to get an appointment, the phone/access/process."</p>		

Record No: 5781	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"The most frustrating thing is trying to get there to the surgery, to get a decent appt, you must come down in person. It would be better and more equitable to have two lines, one for appts, one for enquiries."</p>		

Record No: 5953	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I think the system, in the surgery works really well - in general - from my experiences. 8am opening is really convenient. Phone booking OK for us. Really easy ways to get same GP (Dr Ismail). Many years, really good with all my family."</p>		

Record No: 5958	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I have been here more than 20 years. It used to be hard to get an appointment but today I got it straight away. In here with the doctors seems to be ok, I do not have any complaints. They change the phone number today so for the first time I got through without any problems so everything maybe is changing for the better."</p>		

Record No: 5929	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"The only problem I have is the telephone booking systems, getting an appointment... in terms of trying to get through, you only have a small window of opportunity to get through and get an appointment on the day. I don't if it's not enough lines or staff or what. More inconvenient and frustrating than anything. Treatment is ok, GP's are really good."</p>		

Record No: 6389	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I have been with this practice 8 months and this is second time when I am using it so I cannot really say much. But today I phoned 8 o'clock and within 5 minutes I got an appointment."</p>		

Record No: 5961	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I do not use this GP practice very often but only one thing which I will comment on is the appointment system. I cannot get through on the phone. Sometimes I spend 1 hour on the phone."</p>		

Record No: 5963	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I am very happy with this practice. There used to be a problem to get an appointment but today I got through. People who work in reception have to deal with the phones and the people who are coming in person to book in. Maybe they should look into this problem and get more organised as sometimes phone is ringing and ringing and no-one is there to pick up."</p>		

Record No: 6520	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"The booking on the telephone is difficult sometimes, takes up to 2 hours and when you finally get through, they will say to you that there is no appointment left. So you have to physically come and book yourself. I came 7.30 queued outside and they gave me an appointment for 11.30. All this time is lost. To see a doctor for 10 minutes you have to take off a day. Why can't you book an appointment for the next day? Why do I have to come very early in the morning and book myself in? It would be much easier if they will make appointments in advance."</p>		

Record No: 6529	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I have been using this GP practise for a few years. They introduce a lot of changes so when you get used to one thing they are bringing another one. But I think that probably you can get used to this, for example, the phone number they have changed recently. The new phone number there is no holding system so I do not know if it is better or worse as when you will call and no one is there to pick up it cuts you off. I still have to see if this system is better or not. I have been lucky I'm seeing the doctors who I like this is good. I think that the floor is nice. It brightens the space."</p>		

Record No: 5974	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"We find things here alright, so no trouble at all. Only issue is phoning appointments, getting an appointment it's really bad - everytime annoyed and unhappy. Doctors are very good (Dr. O'Brien)."</p>		

Record No: 5465	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Appointments on the phone take a long time to get through e.g. post-surgery before Christmas 2010 it took me 2 weeks to get to see my GP - (no appointments) - disappointed / unbalanced by the situation. Very frustrating all around. They need to review the phone - lines, the system (booking) here, 2 hours sometimes, they are on-line now, still to use it - on Friday (last 25th) - appointment was 4.10pm, but I was still there at 5pm, and then 3 minutes consultation."</p>		

Record No: 5410	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"In my opinion the telephone service is rubbish. You cannot get through to get an appointment."</p>		

Record No: 5409	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"It is a busy surgery, I have been here a long time, and the telephone system has to be developed, the telephone system doesn't work. I prefer to come here at the morning and register myself. For the elderly people it can be difficult to use all this technical new stuff as the touch screen. So to get an appointment I have to come here before 8 and wait outside in the cold weather. But if commenting on the medical service I have nothing bad to say, all my family seems to be happy with the service provided."</p>		

Record No: 5433	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I have a problem to get appointments on the phone. Never can go through, I heard that the call center is in India, I do not know if this is true, but seems like as there is impossible to get through and sometimes when you sit here in the waiting room you hear the telephone ringing and no-one answering it. The medical service seems to be fine."</p>		

Record No: 5397	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Phone service could be better. Took 30 min to get through to get appointment."		

Record No: 5385	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Yeah, I'm fine with the service, appointments, ringing from 8.30pm then 10am no answer - difficult for me, I must come in person, I come in often, but get the appointment 3 days later, not too good really if you're feeling unwell. Needs change, improvement or easier access."		

Record No: 5406	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
"It's a nightmare to get appointments if you phone past 8.20 am no chance! 10 years at this surgery. Inconvenient, very frustrating. Ring and ring, (10 calls made), on my time, my bill."		
"Doctors are great here, fantastic, I would'nt want more. Other referrals / services fine, no problems; each visit (on going) went quickly."		
"Can't plan other things, issue with delays / waiting time, I.e. waiting now half an hour."		

Record No: 5776	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"20 years I've been coming here, excellent really. Phone booking can be a problem. Doctors very caring, spend time to follow-up issues (Dr O'Brien and Dr Ismail). I had a work-related accident and Dr O'Brien actually came to my work to see that things were OK, I thought that was brilliant."		

Record No: 6620	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"The doctor I'm seeing is Dr Newton and she is brilliant. All the doctors I've seen are great really. The only headache here is the appt system, esp the phones. 8AM, wait, busy and when you get there, appts are gone. Future appts are a problem, it's difficult, 'ring on the day' seems to be the only way to get to see a GP. Working people can't always do that, esp female issues etc."</p>		

Record No: 5458	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I am happy with this place. There is always room for improvement. Only one thing; they always seem to be busy when you phone in, but probably you can help to it."</p>		

Record No: 5392	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"They are supposed to have a dedicated number for cancellation, but because when you want appointment cancelled you have to wait ages, because the phone is always engaged, and you give up; and, after they complain that nobody is cancelling an appointment."</p>		

Record No: 5773	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Appointments are hard to make here (nigh impossible!), esp phone, it's best to jump in the car and come down. It all depends who is on reception, some are really helpful. Doctors and treatment are great, but the hanging around is a pain (up to 40 mins) plus to wait for nearly most appt (last 5 years)."</p>		

Record No: 5448	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I find them really good here, very helpful (the reception staff), the doctors are very good too (very understanding, listen and give advice). Can't fault them in any way/ One issue tho' is getting thru on the phone! From 8am, ring, ring, engaged and difficult to get through. You have to turn up yourself, if u can (I think they're changing their telephone booking system later in March, hopefully it will be an improvement). No afternoon appts any more."</p>		

Record No: 5436	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I have a problem to get an appointment on the same day because there are often not many appointments left on the day. But what is good - that they introduce the system that your can make appointments in advance. The telephone system - I think that it has improved as now it is much more easier to get through."</p>		

Record No: 5750	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I've never had any problems with the practice, it's always been quite good. Consultations and treatment are good and positive, esp when I bring my son. Appts - phone, never get thru, 4 days last week to get an appt. This is a problem most times (annoying/frustrating/inconvenient, sep for working parent)! Never used to be this bad, no appts in advance."</p>		

Record No: 5757	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"It's hard to get thru on the phone, I've got 4 kids, so I couldn't get down here in person. An hour and 40 mins it took me, it's frustrating, it's a pain. Board says 50 mins behind (difficult wait with a young child). No toys/creche facilities available! For treatment it's alright, they're all helpful with my kids, 2 of my kids are quite sick children so hospital referrals are good."</p>		

Record No: 5794	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"It's difficult in getting an appt, all the time! The phone system this AM, nobody answers. 3rd attempt - not in queue, no pick-up/then I had to come personally. How can working people cope/deal with that! Very annoying that you can't see your GP when you need/want human touch/contact required (at least maybe explain your situation and they could explain staff info to you). Lately it's very bad actually! At the end of the day, treatment it OK (no problems)."</p>		

Record No: 5814	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"I find it good here, appts are good for us but we did have to call for an hour to get through and get the appt. Waiting times when you arrive can be lengthy, it's inconvenient really (esp. with kids bored). Treatment is good though!"</p>		

Record No: 5786	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
<p>"Services seem to be cutting back, staff appts etc, phone is poor, we used to come down, queue up, take ticket and get appt, now, it's phone, ring, ring, ups your phone bill. But often, we find the service is good, ok, in every way, just the problem of booking (months now). The doctors are marvellous."</p>		

Record No: 6091	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
Content:		
<p>"Only problem which I have is the telephone system. The number is engaged or is ringing and ringing. I am pregnant now, and I need to come in person and book myself in. The changed the phone number recently but I do not see any improvements in accessing the services. Being pregnant - I am being looked after so there is nothing to complain about."</p>		

Record No: 6523	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Smoking Related)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
Content:		
<p>"It more difficult to get appointments these days, compared to years ago. Phone especially 45mins. We were just speaking how when we were young ,smoking was seen as glamorous and encouraged/advertised ,we didn't know any better, but now we as old people are reaping the ill-effects and problems. Also, because I need my book filled out and its hard for me to understand and pickup on what my doctor is saying, I feel I need more time I.e double -time (9+9mins) average GP consult? More people coming into the country places more demand on services/resources we get pushed to the back."</p>		

Record No: 6395	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Registration, N/A (Negative)		
Content:		
<p>"I do not live with my young daughter who is registrated with this practice, I live in Catford Hill and because of different post code I cannot registrate myself with this practice. I think that for both of us would be better if we could belong to this same practice. I think that this is unfair. The appointments are never on time. She was booked for 10.10 but now is 10.30 and I don't know how long we will be waiting to see a doctor. She is booking herself on the phone and really never complain about the process but with this new number starting with 0203 - is there any extra cost attached?"</p>		

Record No: 6386	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Registration, N/A (Negative)		
Content:		
<p>"I have been with this practice only 2 months but I had a problem with registration as there was some misunderstanding with supporting my application. The appointment system is working for me and the doctors treat me with dignity and respect. I think that they are good."</p>		

Record No: 6100	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Registration, N/A (Positive)		
Content:		
<p>"I have just changed the GP so I can't really say anything, today is my first appointment for my daughter. The registration with this practice was fast, so this was good."</p>		

Record No: 652	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Registration, N/A (Negative)		
Content:		
<p>"I just registered with this GP practice. The registration wasn't fast. When I came the person who was doing the registration was off sick, they asked me to come again and when I filled up the application form they got my details wrong. I had to prove who I was and correct the incorrect details. So yes there was a problem, it took me up to 3 weeks to register myself with this GP practise. After 2 weeks someone called me to confirm my details but when I came the details were wrong where do they have all this information from."</p>		

Record No: 6526	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Registration, N/A (Positive)		
Content:		
<p>"I just have registered myself with this GP practice. The process was smooth and fast. They said that it will take up to 2 weeks to put my details on the system but I did not need the doctors at that time. Overall there was no problem. I did not have a problem to book myself in. It was nice when I warn them that I could be late as I wanted to pick up my son from the nursery. They said that this was completely fine - a nice touch, but it looks like my doctor is late himself as I am waiting for an appointment already last 0.5h."</p>		

Record No: 6541	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Asthma)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"You can never get through on the phone appointments so I have had to come in person at 8.30 am wasn't seen until 8.50am, take son to school, come back and got emergency appointment, only 1 person on duty hassle and trouble this am, but that's usually the case anyway. Plus the phone charges you over when its ringing. You just get fed up of it all. I'd have moved but it is the closest for me, my health is poor (bad asthma) so its not really a good option for me. I find also in the am when busy the staff can be moody, miserable, rude, ok they are under pressure too but this isn't all, need to make changes here. Often appointments were better with the 2pm bookings. Since they have changed after 2pm appointments its not working the same."</p>		

Record No: 6557	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Cancer/Diabetes)		
Provider (Service): LBL (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"I find this surgery terrific, it's very handy for us. Whatever doctor you see are good. No problems. You might have to wait a while some days (crowded). I think its good generally treated and helped with all my health issues, diabetes and skin cancer referrals."</p>		

Record No: 6403	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>" I have been with this practice 6 years and the only problem is the appointment system. There always seems to be a delay at appointment. In the past I had problems to phone in, sometimes I had spend one hour on the phone but today I got through stright away, so yes, maybe the new system is working but I have to wait and see."</p>		

Record No: 6394	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"I do not live with my young daughter who is registrated with this practice, I live in Catford Hill and because of different post code I cannot registrate myself with this practice. I think that for both of us would be better if we could belong to this same practice. I think that this is unfair. The appointments are never on time. She was booked for 10.10 but now is 10.30 and I don't know how long we will be waiting to see a doctor. She is booking herself on the phone and really never complain about the process but with this new number starting with 0203 - is there any extra cost attached?"</p>		

Record No: 6379	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"I tried phone this morning could not get through so I had to come in person 8.30. Got the ticket but still I used mobile to book my appointment when in the queue... just one phone on the desk. Finally I got an appointment for 11.30 so I went home, came back but now I still have to wait long time for it! Very frustrating, I am no happy about all this situation. I have to say that the staff is good and they do what they can. I don't understand why you cannot book in advance, for example for the next day. In other practices they offer this kind of service. I try not to use this surgery much, I think that I will change it for a different one as I cannot rely on them to help us!"</p>		

Record No: 6116	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Everything is fine, only thing is, you can never get them on the phone, I was trying for 2 hours this monring, when you do get them sometimes, you're told to wait, and you can run out of credit on your phone. Still no appointment - maybe cos you got no credit. Reception is OK, waiting time in surgery can be a while. Doctors/treatment good, OK."</p>		

Record No: 5815	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"I don't come here much, but when I do the service is alright, ok, but the waiting time is kind of a problem, every visit not seen on time of my appointment, slightly disappointed with that, especially, when I'm busy and have got things to do. 2 years at this practice".</p>		

Record No: 5810	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"I find the practice alright. Sometimes, I have to wait but I don't mind if it's the GP I want to see. That wait can be annoying, esp getting a lift as being accompanied (this happens most visits). Treatment is good (Dr O'Brien, listens and referrals, good check-up)."</p> <p>"UHL hasn't been too bad either, across the board."</p>		

Record No: 5920	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"To get an appt here is bad! I got here @ 8am, given at 9am for 10.30. If I wasn't so ill, I would have gone home. It's always a problem, never really like that before. I can't complain about the doctors care, it's excellent."</p>		

Record No: 5950	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content:		
<p>"It is all right down there (Downham Health and Leisure Centre), they provide most of the services except blood test which is why I am here. Waiting for a blood test - it is not so bad, but too long you have to wait."</p>		

Record No: 6092	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 first visit and screen tells me I got 32 min wait, that's a problem isn't it - what's the story about that! It could be better, couldn't it."		

Record No: 5927	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 problem sometimes, is that (in my case), GP referred me to Kings for a scan (MRA) - the hospital said that they wouldn't do the scan or it wasn't necessary in their opinion, I feel that the GP should have their say, what they say 'should go!' The doctors themselves are very good. The main issue is 'waiting times', hard to have to wait around if you're busy. Also, not very good to home wait say 3/4 days to obtain an appt you could be better by the time you're seen! The doctors take time to listen, treatment is very good and very professional."		

Record No: 5969	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Generally I think that is bad. The way they look at you, treat you. When you come for an appointment and you have to wait for an hour. I have a problem to get an appointment and the wait it is ridiculous. I am pregnant now and I am not happy that I am not seeing this same midwife."		

Record No: 6518	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Well, things are not too bad. I dont know what to say really, long waiting time. Appointment , access ok. Treatment is good. Referral ok too"		

Record No: 6560	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"I am very happy coming to this service. Genuinely they are good here, but waiting for an appointment could be improved.maybe drinking water could be provided as getting here sometimes very hot. But overall, they are very good. I do not have problem attend appointment either I come or phone, no problem whatsoever."</p>		

Record No: 6553	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"I just have registered myself with this GP practice.The process was smooth and fast. They said that it will take up to 2 weeks to put my details on the system but I did not need the doctors at that time.Overall there was no problem. I did not have a problem to book myself in. It was nice when I warn them that I could be late as I wanted to pick up my son from the nursery.They said that this was completely fine - a nice touch, but it looks like my doctor is late himself as I am waiting for an appointment already last 0.5h."</p>		

Record No: 5975	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Not too bad here, worst thing is trying to get them on the phones, nobody ever seems to answer! 10 years at this practice. It's the busiest I've ever seen it to-day! (Wife on the phone too long, then got through, no appointments left! Doctors are good, queues shouldn't be like that, more staff?".</p>		

Record No: 5438	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"I had an appointment on particular hour, but I have been waiting now 40 minutes. There seems to be a long discrepancy. How do they manage to do so. Maybe people should book double appointments, maybe people do not know about this option. I should not wait so long til mine."</p>		

Record No: 5946	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"My experience at the practice is always good with minimal waiting time and attention of service."		

Record No: 5462	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
"Here for a blood test today. The Boundfield Road Practice is my GP, is quite small, I wish they could 'improve' it or make it bigger, one doctor at a time, can be up to 2 hours waiting! It's a bit inconvenient."		

Record No: 5770	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Appointments are hard to make here (nigh impossible!), esp phone, it's best to jump in the car and come down. It all depends who is on reception, some are really helpful. Doctors and treatment are great, but the hanging around is a pain (up to 40 mins) plus to wait for nearly most appt (last 5 years)."		

Record No: 5426	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 never have had any problems to get appointments over here! I never have a problem to see this same doctor. The appointments seems to be usually on time, only today I have been waiting around 1 hour for it, but really I cannot complain as this has happened for the first time."		

Record No: 5464	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Appointments on the phone take a long time to get through e.g. post-surgery before Christmas 2010 it took me 2 weeks to get to see my GP - (no appointments) - disappointed / unbalanced by the situation. Very frustrating all around. They need to review the phone - lines, the system (booking) here, 2 hours sometimes, they are on-line now, still to use it - on Friday (last 25th) - appointment was 4.10pm, but I was still there at 5pm, and then 3 minutes consultation."		

Record No: 5756	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"It's hard to get thru on the phone, I've got 4 kids, so I couldn't get down here in person. An hour and 40 mins it took me, it's frustrating, it's a pain. Board says 50 mins behind (difficult wait with a young child). No toys/creche facilities available! For treatment it's alright, they're all helpful with my kids, 2 of my kids are quite sick children so hospital referrals are good."</p>		

Record No: 5404	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"It's a nightmare to get appointments if you phone past 8.20 am no chance! 10 years at this surgery. Inconvenient, very frustrating. Ring and ring, (10 calls made), on my time, my bill."</p> <p>"Doctors are great here, fantastic, I would'nt want more. Other referrals / services fine, no problems; each visit (on going) went quickly."</p> <p>"Can't plan other things, issue with delays / waiting time, I.e. waiting now half an hour."</p>		

Record No: 5804	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"I'm just here for a blood test. 15 min wait, it'll be interesting to see how long more."</p> <p>"I attend GP (Torrison Road), it's fine there. They've changed the system for AM & PM appt, making it better, cuts down on waiting time for appt."</p> <p>"Dental services OK too, no problems."</p>		

Record No: 5803	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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'm just here for a blood test. 15 min wait, it'll be interesting to see how long more."</p> <p>"I attend GP (Torrison Road), it's fine there. They've changed the system for AM & PM appt, making it better, cuts down on waiting time for appt."</p> <p>"Dental services OK too, no problems."</p>		

Record No: 5813	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"I find it good here, appts are good for us but we did have to call for an hour to get through and get the appt. Waiting times when you arrive can be lengthy, it's inconvenient really (esp. with kids bored). Treatment is good though!"</p>		

Record No: 5418	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Learning Disability)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"I work with people with disability who have a short attention span, so when I bring any service users, they're supposed to be seen on the time, as when they wait over 1 hour they can be disruptive to other service users. This same story is in the hospital as all the appointments are running late and nobody is concerned that I can have difficulties to control people with disability, with short attention span. I think that in this case they should make sure that appointments are kept on time. I think that they should be looked after, because they are people with challenging behaviour and they should take this into account."</p>		

Record No: 6012	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"Appointments on the phone take a long time to get through e.g. post-surgery before Christmas 2010 it took me 2 weeks to get to see my GP - (no appointments) - disappointed / unbalanced by the situation. Very frustrating all around. They need to review the phone - lines, the system (booking) here, 2 hours sometimes, they are on-line now, still to use it - on Friday (last 25th) - appointment was 4.10pm, but I was still there at 5pm, and then 3 minutes consultation."</p>		

Record No: 5926	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"The problem sometimes, is that (in my case), GP referred me to Kings for a scan (MRA) - the hospital said that they wouldn't do the scan or it wasn't necessary in their opinion, I feel that the GP should have their say, what they say 'should go!' The doctors themselves are very good. The main issue is 'waiting times', hard to have to wait around if you're busy. Also, not very good to home wait say 3/4 days to obtain an appt you could be better by the time you're seen! The doctors take time to listen, treatment is very good and very professional."</p>		

Record No: 5384	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"Yeah, I'm fine with the service, appointments, ringing from 8.30pm then 10am no answer - difficult for me, I must come in person, I come in often, but get the appointment 3 days later, not too good really if you're feeling unwell. Needs change, improvement or easier access."</p>		

Record No: 5767	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
<p>"Blood test - walk in, no real problems. Moorside is alright. The only thing we don't like is getting a routine appt, can take a week! Appts on the day fill up quickly, first come, first seen!"</p>		

Record No: 5456	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
<p>"I am here for a blood test, I couldn't get one at Forest Hill - (Jenner) - too busy, the waiting part is difficult - nearly a fortnight. I'm 88, heart failure nurse sent me here (walk-in here Mon's). Generally speaking, things ok, but waiting times are difficult, it's a fact of life nowadays, what can you do about it?"</p>		

Record No: 5792	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"My father-in-law is nearly 88, the treatment and service is really good, all the services he needs are under one roof (prostate nurse fantastic). Doctors listen and give plenty of time, chat and ask about the family (Dr Ismail)! The only criticism is to try to book an appointment, phone is impossible, the online facility doesn't work?!"</p>		

Record No: 5806	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I have a doctor here, everything is alright, treatment (Lung Cancer), good and ok; happy with services."</p>		

Record No: 6530	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Cancer/Diabetes)		
Provider (Service): LBL (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I find this surgery terrific, it's very handy for us. Whatever doctor you see are good. No problems. You might have to wait a while some days (crowded). I think its good generally treated and helped with all my health issues, diabetes and skin cancer referrals."</p>		

Record No: 5389	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"This is very nice surgery, very good. I am very happy with everything. The childrens clinic is very good too."</p>		

Record No: 6547	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"I'm diabetic, UHL and St Thomas', everytime I get an appointment, I wait quite a long time or they change time or reschedule(x2) I'm not very happy with that. I'd rather they say that this appointment business was going to work like that, its very hard to arrange my time around their system or way of asking (keeping) appointment. Why should it happen nearly everytime. Dr Kanap is very good here."(12 years)</p>		

Record No: 5759	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"It's been OK for me, I've got diabetes and I got no problems with things. It works for me, does what I need. Treatment good, no complaints. Free prescriptions - are good too tho!"</p>		

Record No: 6382	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Eye Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I have no issues with this service. It is brilliant for my cataracts and other problems. Big help, all of them working vey well. I am still independent, no assistance needed, social care was/is there for mewhen I needed."</p>		

Record No: 6378	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 tried phone this morning could not get through so I had to come in person 8.30. Got the ticket but still I used mobile to book my appointment when in the queue... just one phone on the desk. Finally I got an appointment for 11.30 so I went home, came back but now I still have to wait long time for it! Very frustrating, I am no happy about all this situation. I have to say that the staff is good and they do what they can. I don't understand why you cannot book in advance, for example for the next day. In other practices they offer this kind of service. I try not to use this surgery much, I think that I will change it for a different one as I cannot rely on them to help us!"</p>		

Record No: 6113	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Generally the service is good only the appointment system - I have found difficult. You have to call 8 O'Clock you can't get through and when you do all appointments are gone. This is a problem when my child is sick. But doctors are good. So only appointments are something to be improved."</p>		

Record No: 6390	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 using this practice for the past 20 years and only one complain which I have is the appointment system. I cannot get through on the phone in the time given. They have chenged the phone number but I cannot see any improvement. The doctors and nurses are fine, there is no problem here."</p>		

Record No: 6096	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"I try to book an appointment today but it was difficult for me. The telephone system was down today so I had to come here and book myself in person. But generally I am not using the service often but when I need I want that the system is working. I think that the NHS miss the human touch, someone to talk to. The doctors are fine but the access is difficult. Myself I work in service industry so I am aware of all the difficulties but they should work harder to resolve this issues.</p>		

Record No: 6095	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 try to book an appointment today but it was difficult for me. The telephone system was down today so I had to come here and book myself in person. But generally I am not using the service often but when I need I want that the system is working. I think that the NHS miss the human touch, someone to talk to. The doctors are fine but the access is difficult. Myself I work in service industry so I am aware of all the difficulties but they should work harder to resolve this issues.</p>		

Record No: 6098	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 think that this practice is fine, doctors, receptionists and staff are perfect. Only one thing, we do not like to be on the phone for more than 1 hour like this morning."</p>		

Record No: 6387	Date: 28/03/2011	Source: Meeting, South Lewisham Group Practice
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 with this practice for the last 4 years. Over this period I could notice some improvements. I like my doctors and nurses. I have not had bad experiences even with obtaining appointments."</p>		

Record No: 6397	Date: 28/03/2011	Source: Meeting, South Lewisham Group Practice
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 practice. I have with them about 6 years and I think that many things have improved even layout. I have had good service from doctors and nurses."		

Record No: 6383	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 no issues with this service. It is brilliant for my cataracts and other problems. Big help, all of them working vey well. I am still independent, no assistance needed, social care was/is there for mewhen I needed."		

Record No: 6103	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 coming here for the last couple of years. They have changed the phone number but this always was a problem. You have to come in really and book yourself. Today I called probably 8 times, and in the end I got through. The doctors are fine."		

Record No: 6112	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 this GP surgery, but the great difficulty is in getting through on the phone. The change the number but I have not use it yet. I book myself on the old number in advance so I do not know that the new will work. I am happy with the doctors, staff, receptionists I think that they are OK. The waiting area is too hot. Usually I come see this same doctor, which is fine."		

Record No: 6106	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 not particularly happy as they change the phone number. Today it took ages to get through, over an hour. The doctors are fine only the problem is to get to the practice."		

Record No: 6115	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Everything is fine, only thing is, you can never get them on the phone, I was trying for 2 hours this morning, when you do get them sometimes, you're told to wait, and you can run out of credit on your phone. Still no appointment - maybe cos you got no credit. Reception is OK, waiting time in surgery can be a while. Doctors/treatment good, OK."</p>		

Record No: 6108	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 am happy with this practice. But you have a job to get an appointment. We cam here on Thursday and they say that there will be time to see us on Friday but they give away this appointment so we are here now today on Monday."</p>		

Record No: 5778	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"We find things here alright, so no trouble at all. Only issue is phoning appointments, getting an appointment it's really bad - everytime annoyed and unhappy. Doctors are very good (Dr. O'Brien)."</p>		

Record No: 5809	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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 find the practice alright. Sometimes, I have to wait but I don't mind if it's the GP I want to see. That wait can be annoying, esp getting a lift as being accompanied (this happens most visits). Treatment is good (Dr O'Brien, listens and referrals, good check-up)."</p> <p>"UHL hasn't been too bad either, across the board."</p>		

Record No: 5793	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"It's fine, if I wasn't happy I'd have a lot to say, but there isn't generally you get an appointment. All ok across the board."		

Record No: 5800	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"It works ok for me, never had any problems to be quite honest with you - e.g. when I want an appointment I can get one. Just happy with the service really. We feel sometimes it's difficult to find or be directed to resources, but once you know, they can and they need to promote more."		

Record No: 5811	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 no problems with things at all. I've always found it very up to date. E.g. 2 major heart operations UHL, Kings, this practice superb 20 years at this practice".		

Record No: 5805	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 seeing the same GP at the centre and I am pleased with the service I have received. Before that it was not and missing seeing different GP's".		

Record No: 5779	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Trying on the phone since 8-15am. Rang and rang. Cut out. Eventually got in the car and came down. We/I got the appointment for my son and are going in now. That's my only comment - don't use the practice much myself, but when I do it's okay."		

Record No: 5784	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Services seem to be cutting back, staff appts etc, phone is poor, we used to come down, queue up, take ticket and get appt, now, it's phone, ring, ring, ups your phone bill. But often, we find the service is good, ok, in every way, just the problem of booking (months now). The doctors are marvellous."</p>		

Record No: 5922	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"To get an appt here is bad! I got here @ 8am, given at 9am for 10.30. If I wasn't so ill, I would have gone home. It's always a problem, never really like that before. I can't complain about the doctors care, it' excellent."</p>		

Record No: 5959	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 here more than 20 years. It used to be hard to get an appointment but today I got it straight away. In here with the doctors seems to be ok, I do not have any complaints. They change the phone number today so for the first time I got through without any problems so everything maybe is changing for the better."</p>		

Record No: 5949	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"It is difficult to get an appointment. It is a bit better now since they change the time of appointments from 8. But it is still bad because I live a bit far and I do not drive so sometimes it is difficult for me. It is difficult to get appointments for children, it takes all my day for them to see a doctor. I don't take kids to school when they are sick, but I do not know if I will get an appointment. I am lived with this system. But the doctors are good."</p>		

Record No: 5930	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"The only problem I have is the telephone booking systems, getting an appointment... in terms of trying to get through, you only have a small window of opportunity to get through and get an appointment on the day. I don't if it's not enough lines or staff or what. More inconvenient and frustrating than anything. Treatment is ok, GP's are really good."</p>		

Record No: 5940	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Recently registered here, they're helpful when we need an appointment. Very pleased with everything - treatment - ok with all."</p>		

Record No: 5966	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Here today for a blood test. I use Downham Surgery, all fine there, good service. All good, quick and easy, works well for me."</p>		

Record No: 5933	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Sometimes reception staff can be ill informed (my daughter was told she could not book appointments in advance). Waiting room is bright and generally clean. But patients can be noisy, rude and impatient. Doctors are helpful, clear and appear very caring. Good clinics and services. Well done."</p>		

Record No: 5955	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 think the system, in the surgery works really well - in general - from my experiences. 8am opening is really convenient. Phone booking OK for us. Really easy ways to get same GP (Dr Ismail). Many years, really good with all my family."</p>		

Record No: 5957	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I just left my GP 10 mins ago, did blood test, Guys - 1st clear! Referred back here for follow up and check. Satisfied with treatment and services. GP always handled my care very well. The atmosphere is very congenial, people/staff here, very friendly, willing to help, you're not restricted to any one doctor, if needed they fit you up with another, makes it easy and convenient for you to get care."</p>		

Record No: 6381	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 joined here in 2008 and I have been here only twice and on both occasions I have been satisfied."</p>		

Record No: 5925	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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>"This GP surgery is quite good, I do not have problem with getting an appointment."</p>		

Record No: 6104	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
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 coming here around 15 years and I have always a good treatment here, you cannot fault them. Yes, sometimes you have to wait but I can't complain about this. The doctors and nurses are fabulous."</p>		

Record No: 6015	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"I have a problem to get appointments on the phone. Never can go through, I heard that the call center is in India, I do not know if this is true, but seems like as there is impossible to get through and sometimes when you sit here in the waiting room you hear the telephone ringing and no-one answering it. The medical service seems to be fine."</p>		

Record No: 6018	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I think that Lewisham generally provide a good service. I came here for a blood test - I would prefer it in my surgery (Winlaton Road). It is probably down to this that they do not have a full time nurse."		

Record No: 5962	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 do not use this GP practice regularly, I am a minimal service user but when I do everything is working for me, so far so good."		

Record No: 5938	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Seems to be alright for me, don't have much problem with it, quite happy!"		

Record No: 5928	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 problem sometimes, is that (in my case), GP referred me to Kings for a scan (MRA) - the hospital said that they wouldn't do the scan or it wasn't necessary in their opinion, I feel that the GP should have their say, what they say 'should go'! The doctors themselves are very good. The main issue is 'waiting times', hard to have to wait around if you're busy. Also, not very good to home wait say 3/4 days to obtain an appt you could be better by the time you're seen! The doctors take time to listen, treatment is very good and very professional."		

Record No: 5965	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 very happy with this GP surgery. So far I have not experienced any problems."		

Record No: 6531	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 am very happy coming to this service. Genuinely they are good here, but waiting for an appointment could be improved.maybe drinking water could be provided as getting here sometimes very hot. But overall, they are very good. I do not have problem attend appointment either I come or phone, no problem whatsoever."</p>		

Record No: 6528	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 with this practise since 1953. I have always have fantastic doctors. I see here many doctors but they are good. My wife usually get many appointment. I think I have been looked after very well."</p>		

Record No: 6522	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Its ok, I don't have problems to get an appointment and I see the doctors which I wish so everything overhere seems to work well for me."</p>		

Record No: 6532	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Generally speaking for the family, I think this is a brilliant practise to be honest with you, even though the appointments are on the day, if they can fit you in, they will, no real waiting. What I like too is if the appointment is for a child they will book that really quickly for you ,10/10 for us."</p>		

Record No: 6519	Date: 28/03/2011	Source: Patient Opinion, South Lewisham Group Practice
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>"Things are fine, I don't really come here that much, everything is alright, treatment, doctors listens, appointments ok. I cant think of anything good or bad about the services really,works for me."</p>		

Record No: 6527	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 haven't got no faults with them at all. If someone gives you 2 weeks to live 6 years ago and im still here, they must have done something right."		

Record No: 6041	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Yeah, I'm fine with the service, appointments, ringing from 8.30pm then 10am no answer - difficult for me, I must come in person, I come in often, but get the appointment 3 days later, not too good really if you're feeling unwell. Needs change, improvement or easier access."		

Record No: 6542	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"Well, things are not too bad. I dont know what to say really, long waiting time. Appointment , access ok. Treatment is good. Referral ok too"		

Record No: 5982	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 this GP surgery I do not have problems in getting appointments, I can always get through on the phone, and I think that the doctors here are good".		

Record No: 5981	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"It is excellent, they cover most of the things, blood test etc. doctors, maybe they are too popular because it's hard to get an appointment. At the morning it is impossible to call at the morning, the phone is engaged. There is an option of collecting the ticket and book yourself an appointment, but overall I will like to emphasise on the positive side as this is a very good practice".		

Record No: 5979	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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:		
"It's alright for me, I haven't had a problem at all, no problems with appointments, everything's fine 13 years with practice."		

Record No: 5976	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 here, worst thing is trying to get them on the phones, nobody ever seems to answer! 10 years at this practice. It's the busiest I've ever seen it to-day! (Wife on the phone too long, then got through, no appointments left! Doctors are good, queues shouldn't be like that, more staff?".		

Record No: 5455	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 new to this place - It is only my second time here, but it seems that it is better than my last place - so far so good."		

Record No: 5454	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 quite happy with the surgery."		

Record No: 6619	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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 doctor I'm seeing is Dr Newton and she is brilliant. All the doctors I've seen are great really. The only headache here is the appt system, esp the phones. 8AM, wait, busy and when you get there, appts are gone. Future appts are a problem, it's difficult, 'ring on the day' seems to be the only way to get to see a GP. Working people can't always do that, esp female issues etc."		

Record No: 5432	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 using this GP for the last 18 years and everything seems to be fine."		

Record No: 5422	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 this GP surgery provides a good service. I am not so keen on the prescription system - repeated one. It takes up to two days to get it. I think that this is too long."		

Record No: 5425	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
"I think it's fine, but some doctors are better than others, sometimes they don't understand/listen to what your problem is."		

Record No: 5390	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
"This is very nice surgery, very good. I am very happy with everything. The childrens clinic is very good too."		

Record No: 5429	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 no problems with this GP surgery."		

Record No: 5424	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 everything over here is good."		

Record No: 5945	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
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 experience at the practice is always good with minimal waiting time and attention of service."		

Record No: 5391	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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:		
"This is my surgery here, Dr Parton, I've been coming here for donkeys years. Very good treatment, no complaints recently."		

Record No: 5447	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 things ok, doctors are good, (listen, referrals) - I find it quite good, no problems. Since 2002 (8-9 years). One operation at foot clinic in Catford, all very smooth, quick job done within 3 months! Very happy with that!"		

Record No: 5416	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I'm happy with my GP (Handon Road), I'm here today for blood test. Walk-in here is good, useful, my experience of the sector has been good."		

Record No: 6621	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"It varies you know, this practice is good, hospital is patchy until you get to see the person who you need to see, waiting times, appointments, lost notes etc, but that's the way things are isn't it. What can one do really?"</p>		

Record No: 5775	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"20 years I've been coming here, excellent really. Phone booking can be a problem. Doctors very caring, spend time to follow-up issues (Dr O'Brien and Dr Ismail). I had a work-related accident and Dr O'Brien actually came to my work to see that things were OK, I thought that was brilliant."</p>		

Record No: 5764	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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 only see one GP here, it's easier for me that way, not have to give history all the time. No issues or complaints about treatment or services. being a wheelchair user, it can be difficult to get on here sometimes, access for disabled people could be better (height of sign-in screen, etc). Some referrals, pretty straight forward there, no problems (Kings, UHL A&E). Nurses are good here too!"</p>		

Record No: 5746	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"That's fine there. Doctors/treatment alright but phoning and getting appointments a nightmare (always). It's getting to the stage, where I'm thinking of changing my GP practice!"</p>		

Record No: 5769	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Blood test - walk in, no real problems. Moorside is alright. The only thing we don't like is getting a routine appt, can take a week! Appts on the day fill up quickly, first come, first seen!"</p>		

Record No: 5744	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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: "They are quite good there (Downham Family Practice)."		

Record No: 5431	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 found this GP surgery extremely good."		

Record No: 5413	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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: "In my opinion everything seems to be fine here, I do not have any problems to get an appointment."		

Record No: 5771	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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 are hard to make here (nigh impossible!), esp phone, it's best to jump in the car and come down. It all depends who is on reception, some are really helpful. Doctors and treatment are great, but the hanging around is a pain (up to 40 mins) plus to wait for nearly most appt (last 5 years)."		

Record No: 5752	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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 always been able to get an appointment. 9/10 - times I got the GP I want to see. My doctor is fantastic (Dr Ismail). I've got no complaints, the doctors take their time and listen to you."		

Record No: 5760	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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'm quite happy with the way things are going for me here. Collection of medicine is good, the only trouble is making an appointment. It's enough to keep me from doing it sometimes, not a big worry, but it's a fact of life. I'm quite satisfied with my treatment, when I do get it."</p>		

Record No: 5749	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Services are very good here, I know, they chop and change the appointment system, u ring, they say call back. Then no appts?! Last week, waited a week for an appt to see my own GP (which is fair enough). Luckily, I don't go to the hospital (UHL), but my mum does and speaks highly of services there and at the surgery here too!"</p>		

Record No: 5407	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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>"It is a busy surgery, I have been here a long time, and the telephone system has to be developed, the telephone system doesn't work. I prefer to come here at the morning and register myself. For the elderly people it can be difficult to use all this technical new stuff as the touch screen. So to get an appointment I have to come here before 8 and wait outside in the cold weather. But if commenting on the medical service I have nothing bad to say, all my family seems to be happy with the service provided."</p>		

Record No: 5751	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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've never had any problems with the practice, it's always been quite good. Consultations and treatment are good and positive, esp when I bring my son. Appts - phone, never get thru, 4 days last week to get an appt. This is a problem most times (annoying/frustrating/inconvenient, sep for working parent)! Never used to be this bad, no appts in advance."</p>		

Record No: 5463	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"Appointments on the phone take a long time to get through e.g. post-surgery before Christmas 2010 it took me 2 weeks to get to see my GP - (no appointments) - disappointed / unbalanced by the situation. Very frustrating all around. They need to review the phone - lines, the system (booking) here, 2 hours sometimes, they are on-line now, still to use it - on Friday (last 25th) - appointment was 4.10pm, but I was still there at 5pm, and then 3 minutes consultation."</p>		

Record No: 5799	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"It's a really good surgery, my treatment is all under one roof. Appts are fine with me, I'm happy with the way things are going. They are really good doctors, listen and empathic."</p>		

Record No: 5451	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
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 am very happy with this GP surgery. I never have any problems to get an appointment."</p>		

Record No: 5795	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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>"It's difficult in getting an appt, all the time! The phone system this AM, nobody answers. 3rd attempt - not in queue, no pick-up/then I had to come personally. How can working people cope/deal with that! Very annoying that you can't see your GP when you need/want human touch/contact required (at least maybe explain your situation and they could explain staff info to you). Lately it's very bad actually! At the end of the day, treatment is OK (no problems)."</p>		

Record No: 5812	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
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 it good here, appts are good for us but we did have to call for an hour to get through and get the appt. Waiting times when you arrive can be lengthy, it's inconvenient really (esp. with kids bored). Treatment is good though!"		

Record No: 6090	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Only problem which I have is the telephone system. The number is engaged or is ringing and ringing. I am pregnant now, and I need to come in person and book myself in. The changed the phone number recently but I do not see any improvements in accessing the services. Being pregnant - I am being looked after so there is nothing to complain about."		

Record No: 5415	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I'm really pleased with this practice, the doctors are all really good and approachable!" "I've just had a baby - I've seen the midwives here which was good, saved me having to go to the hospital."		

Record No: 6546	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Smoking Related)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content: "It more difficult to get appointments these days, compared to years ago. Phone especially 45mins. We were just speaking how when we were young ,smoking was seen as glamorous and encouraged/advertised ,we didn't know any better, but now we as old people are reaping the ill-effects and problems. Also, because I need my book filled out and its hard for me to understand and pickup on what my doctor is saying, I feel I need more time I.e double -time (9+9mins) average GP consult? More people coming into the country places more demand on services/resources we get pushed to the back."		

Record No: 6400	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Every time I see a different doctor. For example, last Friday I saw a doctor she asked me to book myself for today but when I called today they gave me another one. So I have to start everything again with explanations. In other practices they have this same doctors only not here. The doctors are nice. Recently they have changed the number to call and I have to say that this time it seems to be working."</p>		

Record No: 6109	Date: 21/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Positive)		
Content:		
<p>"I am happy with this GP surgery, but the great difficulty is in getting through on the phone. The change the number but I have not use it yet. I book myself on the old number in advance so I do not know that the new will work. I am happy with the doctors, staff, receptionists I think that they are OK. The waiting area is too hot. Usually I come see this same doctor, which is fine."</p>		

Record No: 6374	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
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>"Most of the time there is no appointments left,. For example, you cannot get through on the phone and when you do usually 7 out of 10 they will say you no appointments. Sometimes I prefer to come in person but on one occasion there was no appointments left. I cannot deal with this as I have to take the day of from my work. I will like to see more appointments available online. Another thing - no always you can see this same doctor."</p>		

Record No: 5952	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Positive)		
Content:		
<p>"I think the system, in the surgery works really well - in general - from my experiences. 8am opening is really convenient. Phone booking OK for us. Really easy ways to get same GP (Dr Ismail). Many years, really good with all my family."</p>		

Record No: 6556	Date: 28/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Positive)		
Content:		
<p>"I have been using this GP practise for a few years.They introduce a lot of changes so when you get used to one thing they are bringing another one. But I think that probably you can get used to this, for example, the phone number they have changed recently. The new phone number there is no holding system so I do not know if it is better or worse as when you will call and no one is there to pick up it cuts you off. I still have to see if this system is better or not. I have been lucky I'm seeing the doctors who I like this is good. I think that the floor is nice. It brightens the space."</p>		

Record No: 5765	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Positive)		
Content:		
<p>"I only see one GP here, it's easier for me that way, not have to give history all the time. No issues or complaints about treatment or services. being a wheelchair user, it can be difficult to get on here sometimes, access for disabled people could be better (height of sign-in screen, etc). Some referrals, pretty straight forward there, no problems (Kings, UHL A&E). Nurses are good here too!"</p>		

Record No: 5753	Date: 07/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Positive)		
Content:		
<p>"I've always been able to get an appointment. 9/10 - times I got the GP I want to see. My doctor is fantastic (Dr Ismail). I've got no complaints, the doctors take their time and listen to you."</p>		

Record No: 5427	Date: 28/02/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Positive)		
Content:		
<p>"I never have had any problems to get appointments over here! I never have a problem to see this same doctor. The appointments seems to be usually on time, only today I have been waiting around 1 hour for it, but really I cannot complain as this has happened for the first time."</p>		

Record No: 5967	Date: 14/03/2011	Source: Outreach, South Lewisham Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content: "Generally I think that is bad. The way they look at you, treat you. When you come for an appointment and you have to wait for an hour. I have a problem to get an appointment and the wait it is ridiculous. I am pregnant now and I am not happy that I am not seeing this same midwife."		

End of Report