

Commentaries

Triangle Group Practice, 13.01.11 – 17.02.11

Sorted by Issue Identified

Record No: 5093	Date: 17/02/2011	Source: (Source Not Known), Triangle Group Practice
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Distance, N/A (Positive)		
Content:		
<p>With regards to this practice, it's excellent, the walk-in service for children (3-5pm)if my kids are ill after school, it's convenient. Really, extremely happy that facility, service is there! Apart from that, we as a family don't and haven't experienced any other Health & Social Care Issue or need access to them.</p>		

Record No: 5104	Date: 17/02/2011	Source: (Source Not Known), Triangle Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Distance, N/A (Negative)		
Content:		
<p>I had heard, and it concerns me, that if children's A&E (Paeds Service) were to move away/out of UHL - but I would think for people in the area, it's too far to travel to (Woolwich!) - North of the borough!?!"</p>		

Record No: 5058	Date: 10/02/2011	Source: Outreach, Triangle 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>"This surgery is my 2nd in Lewisham, it's better (more services - baby, ante-natal, jabs) than my old surgery (Campshill Road). It's more convenient, etc, easier for me."</p>		

Record No: 5069	Date: 10/02/2011	Source: Outreach, Triangle 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>"Referral times are too slow. I was put to the back of the list... now I have to get time off work to go back through it all again. I found it worrying (smear test)! I tried to ring a number on the letter telling me I missed the appt, it rang and rang, and now I have to go there directly. The doctors are brilliant and friendly."</p>		

Record No: 5084	Date: 10/02/2011	Source: Outreach, Triangle 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>"Everything is brilliant (Dr S Bell is brilliant)."</p>		

Record No: 4729	Date: 13/01/2011	Source: Outreach, Triangle 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: "If you are lucky to be relatively healthy it is very hard to pass comment on services (use of) GP very friendly, and really up to standard! (10 years attending at GP here). Plus point it's easy for me to get an appointment with GP of my choice or regular GP. (The Triangle Practice 13/01/2011) ."		

Record No: 4727	Date: 13/01/2011	Source: Outreach, Triangle 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: "My doctor is Dr. Bell and I have been seeing her on and off for 12 years and she is really caring and helpful, and I don't know where I would be without her help and support as I have a lot of medical problems. (The Triangle Group 13/01/2011) ."		

Record No: 4914	Date: 03/02/2011	Source: Outreach, Triangle 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: "Normally get an appointment fairly quickly or even emergency appointments for the kids. I've used this GP for about 10years now the doctors are really helpful,I have nothing negative really."		

Record No: 5071	Date: 10/02/2011	Source: Outreach, Triangle 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: "Online appointment system is easy to use, but early/late appts to suit people who work aren't as frequent as is needed. Service in the surgery from receptionists to medical staff is always good, very helpful."		

Record No: 4726	Date: 13/01/2011	Source: Outreach, Triangle 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: "Received post opp treatment. All reception staff excellent. However the building is in disrepair and the appointment rooms smell! Otherwise all aspects of care have been excellent. (Triangle Group 2010-2011) ."		

Record No: 4724	Date: 13/01/2011	Source: Outreach, Triangle 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: "Some of receptionists not very good. GP's depends on which doctor you see . (Triangle Group Practice 13/01/2011) ."		

Record No: 4723	Date: 13/01/2011	Source: Outreach, Triangle 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: "They are really good and helpful, including at emergency times! Staff, Reception, Doctors, excellent service! (5-7 years at GP. Male 20-50 years). (Triangle Practice 13/01/2011) ."		

Record No: 4759	Date: 13/01/2011	Source: Outreach, Triangle 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: "This is a busy practice, it can be quite hard to get an appointment, even though emergency appointments are difficult to get; doctors, reception, sit and listen, all quite good! (Female, White British, 20-50 years) . (16 years at GP). (Triangle Group Practice 13/01/2011) ."		

Record No: 4758	Date: 13/01/2011	Source: Outreach, Triangle 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: "Very good service at the Triangle Practice. The reception staff always try and get you an appointment as soon as possible. Staff are friendly and helpful. Great to have a plasma screen to check in. The only annoying thing is that sometimes it tells you to sit downstairs when you are needed to be upstairs and vice versa. (Triangle Group Practice 13/01/2011) ."		

Record No: 4720	Date: 13/01/2011	Source: Outreach, Triangle 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: "Very Good, very efficient, wonderful people, especially Dr. Marna. Personable service they know my name. 1st & 2nd husband. Also ambulances are marvellous, after a fall. Also UHL very good x5 can't speak highly enough of the hospital (Female, White British, I'm 82) . (Triangle Group Practice 13/01/2011) ."		

Record No: 5108	Date: 17/02/2011	Source: (Source Not Known), Triangle 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: I find that accessing GP has been very difficult at times. Receptionists can be very rude. Satisfied with GP care.		

Record No: 5103	Date: 17/02/2011	Source: (Source Not Known), Triangle 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 often come here for check-ups, it's really good, Dr.Seewal, really kind GP.		

Record No: 5066	Date: 10/02/2011	Source: Outreach, Triangle Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Referred to the early pregnancy unit (UHL), the nurses were excellent there too! Very reassuring at the practice also."		

Record No: 5057	Date: 10/02/2011	Source: Outreach, Triangle Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content: "This time is very good, walk-in appts - for babies - excellent for my son, but for adults it's a bit harder. All the GP's here are really nice. Always feel like they've got time for us."		

Record No: 4761	Date: 13/01/2011	Source: Outreach, Triangle 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: "Received post opp treatment. All reception staff excellent. However the building is in disrepair and the appointment rooms smell! Otherwise all aspects of care have been excellent. (Triangle Group 2010-2011)."		

Record No: 5061	Date: 10/02/2011	Source: Outreach, Triangle 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: "The medical practice here is generally good, and my experience of (UHL) is excellent. The standard of building accommodation (Triangle) is poor, needs investment and refurbishment."		

Record No: 5055	Date: 10/02/2011	Source: Outreach, Triangle 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: "Today - easy to get an appointment for my daughter. I am satisfied with the practice though I wish the premises were a bit nicer. I have been coming for many years but I don't really feel I know any GP - always see some else."		

Record No: 4757	Date: 13/01/2011	Source: Outreach, Triangle 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: "Very good service at the Triangle Practice. The reception staff always try and get you an appointment as soon as possible. Staff are friendly and helpful. Great to have a plasma screen to check in. The only annoying thing is that sometimes it tells you to sit downstairs when you are needed to be upstairs and vice versa. (Triangle Group Practice 13/01/2011) ."		

Record No: 5110	Date: 17/02/2011	Source: (Source Not Known), Triangle 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: I don't have problems or particular issues really, it's all been fine; just too many people in Lewisham, I think here at this practice, the practice nurses rooms are upstairs-access, seating is inconvenient, you get to leave all your stuff downstairs.		

Record No: 5115	Date: 17/02/2011	Source: (Source Not Known), Triangle Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, Accessibility, Language (Negative)		
Content:		
<p>General observation! Lack of interpretation service. Hungarian (NHS Greenwich) interpreter was here with 'young mum' who was registering with the practice, following some debate. Reception staff did their best to explain that for past 6 months especially, they have had no (or lack of) interpreter services. (e.g. now, Chinese ? Patients).</p>		

Record No: 4730	Date: 13/01/2011	Source: Outreach, Triangle Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Medication, Commission, N/A (Negative)		
Content:		
<p>"I need to get a prescription before a hospital visit . (Triangle Group Practice 13/01/2011) ."</p>		

Record No: 5072	Date: 10/02/2011	Source: Outreach, Triangle 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>"Online appointment system is easy to use, but early/late appts to suit people who work aren't as frequent as is needed. Service in the surgery from receptionists to medical staff is always good, very helpful."</p>		

Record No: 4893	Date: 03/02/2011	Source: Outreach, Triangle 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>"Normally get an appointment fairly quickly or even emergency appointments for the kids. I've used this GP for about 10years now the doctors are really helpful,I have nothing negative really."</p>		

Record No: 5073	Date: 10/02/2011	Source: Outreach, Triangle 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>"Online appointment system is easy to use, but early/late appts to suit people who work aren't as frequent as is needed. Service in the surgery from receptionists to medical staff is always good, very helpful."</p>		

Record No: 4722	Date: 13/01/2011	Source: Outreach, Triangle 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: "This is a busy practice, it can be quite hard to get an appointment, even though emergency appointments are difficult to get; doctors, reception, sit and listen, all quite good! (Female, White British, 20-50 years) . (16 years at GP). (Triangle Group Practice 13/01/2011) ."		

Record No: 5056	Date: 10/02/2011	Source: Outreach, Triangle 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: "Today - easy to get an appointment for my daughter. I am satisfied with the practice though I wish the premises were a bit nicer. I have been coming for many years but I don't really feel I know any GP - always see some else."		

Record No: 4721	Date: 13/01/2011	Source: Outreach, Triangle 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: "Very good service at the Triangle Practice. The reception staff always try and get you an appointment as soon as possible. Staff are friendly and helpful. Great to have a plasma screen to check in. The only annoying thing is that sometimes it tells you to sit downstairs when you are needed to be upstairs and vice versa. (Triangle Group Practice 13/01/2011) ."		

Record No: 5111	Date: 17/02/2011	Source: (Source Not Known), Triangle 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: Here at the practice, kids are ok, the walk-in, but for adults, it's not the best really, especially when you really need an appointment it's ridiculous not to get an appointment on the day, you ring at 8 and all the appointments are booked up, so you end up next day or a few days later when you are perhaps feeling better, that leaves me disappointed.		

Record No: 5109	Date: 17/02/2011	Source: (Source Not Known), Triangle 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:		
I find that accessing GP has been very difficult at times. Receptionists can be very rude. Satisfied with GP care.		

Record No: 5106	Date: 17/02/2011	Source: (Source Not Known), Triangle 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 find, access to services are / is good if you need to see a consultant, Dr. Bell especially, will help re-times / waiting not too long, she will follow up for you. Emergency Appointments are good / ok here, you may not see a GP of choice, but you will get to see a doctor. (Also on-line booking is very useful)!		

Record No: 5102	Date: 17/02/2011	Source: (Source Not Known), Triangle 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 here at the Triangle, because when you call, say for an emergency appointment, it's possible to get an appointment on the same day, it's good that that's the case, say in comparison to other surgeries where that doesn't happen.		

Record No: 5070	Date: 10/02/2011	Source: Outreach, Triangle 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:		
"Referral times are too slow. I was put to the back of the list... now I have to get time off work to go back through it all again. I found it worrying (smear test)! I tried to ring a number on the letter telling me I missed the appt, it rang and rang, and now I have to go there directly. The doctors are brilliant and friendly."		

Record No: 5051	Date: 10/02/2011	Source: Outreach, Triangle 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:		
"You call to make an appointment for a time, when you reach there you still have to book in and wait for whatever queue is there."		

Record No: 5114	Date: 17/02/2011	Source: (Source Not Known), Triangle 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>Generally the service here is good. Appointment waiting is difficult, phone especially, Dr. Deesere. I usually walk-in and do get an appointment. UHL this week (Mon.) was treated very well and quickly, the only comment I can make, is initially the 1st doctor @ A&E, didn't give us enough information (young doctor), alarmed us somewhat, but the 2nd doctor was excellent, very good.</p>		

Record No: 5105	Date: 17/02/2011	Source: (Source Not Known), Triangle 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 find, access to services are / is good if you need to see a consultant, Dr. Bell especially, will help re-times / waiting not too long, she will follow up for you. Emergency Appointments are good / ok here, you may not see a GP of choice, but you will get to see a doctor. (Also on-line booking is very useful)!</p>		

Record No: 5095	Date: 17/02/2011	Source: (Source Not Known), Triangle 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 be honest I used to believe in the National Health Service, you feel you are stepping over too many hurdles before you get what you need. E.g. MRI Scan waiting times, are an issue, speaking 2 weeks, they told me I'd have to wait a few months. It arrived saying see consultant again, came into GP again and appointment time was a long wait and no guarantee that you'd get the scan. Waiting for the scan 23rd/28th Feb. and find the situation worrying and stressful, because you don't know what's happening some explain but little reassurance until we got results of the scan. Scan @ St. George's Tooting, but referred.</p>		

Record No: 5059	Date: 10/02/2011	Source: Outreach, Triangle Group Practice
Field (Work Area): Health (Smoking Related)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"The Stop-Smoking Clinic was really easy to get into, a lot of resources available they're quite polite too. It's quite good."</p>		

Record No: 5098	Date: 17/02/2011	Source: Outreach, Triangle 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 Jenner is brilliant - but it can take you up to 2 weeks to get an appointment - sometimes, this is too long to find out what's going, it's not an emergency, but 2 weeks is a long time - inconvenient outside of that I find the service is ok. The baby clinic / service is great! Everyday (convenient, reassuring, peace of mind).</p>		

Record No: 5096	Date: 17/02/2011	Source: (Source Not Known), Triangle 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>To be honest I used to believe in the National Health Service, you feel you are stepping over too many hurdles before you get what you need. E.g. MRI Scan waiting times, are an issue, speaking 2 weeks, they told me I'd have to wait a few months. It arrived saying see consultant again, came into GP again and appointment time was a long wait and no guarantee that you'd get the scan. Waiting for the scan 23rd/28th Feb. and find the situation worrying and stressful, because you don't know what's happening some explain but little reassurance until we got results of the scan. Scan @ St. George's Tooting, but referred.</p>		

Record No: 5087	Date: 10/02/2011	Source: Outreach, Triangle 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 (NegativePositive)		
Content:		
<p>"At this time, everything is very convenient for us, the service is very good. We find the GP is easier/better at the practice compared to the hospital (UHL). I think UHL needs to improve a lot, I find the service is poor."</p>		

Record No: 4731	Date: 13/01/2011	Source: Outreach, Triangle 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 I have found the practice to be of a good standard and felt that my health has benefited . (Triangle Group Practice 13/01/2011) ."</p>		

Record No: 5082	Date: 10/02/2011	Source: Outreach, Triangle Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I think the service, everything, for my daughter and myself is very, very good. Good follow up, no complaints. The doctors are very knowledgable."		

Record No: 5081	Date: 10/02/2011	Source: Outreach, Triangle 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 use this surgery a lot, I have 4 kids. It's convenient for appts, esp for the kids. This surgery in particular I like, but (UHL) not keen on, e.g. maternity terrible (baby no. 4, 2010)! But all children's (A&E, ENT) they were very good! 3rd baby (2004) - UHL - that was fine, no real problem, so I felt a big dramatic change for the worst with services."		

Record No: 5074	Date: 10/02/2011	Source: Outreach, Triangle 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:		
"No, everything's fine here."		

Record No: 4892	Date: 03/02/2011	Source: Outreach, Triangle 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, not too bad, it's good here."		

Record No: 5062	Date: 10/02/2011	Source: Outreach, Triangle 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 medical practice here is generally good, and my experience of (UHL) is excellent. The standard of building accommodation (Triangle) is poor, needs investment and refurbishment."		

Record No: 5107	Date: 17/02/2011	Source: (Source Not Known), Triangle 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 that accessing GP has been very difficult at times. Receptionists can be very rude. Satisfied with GP care.		

Record No: 5100	Date: 17/02/2011	Source: (Source Not Known), Triangle 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: No problem with your dentist. No problem with your GP.		

Record No: 5097	Date: 17/02/2011	Source: Outreach, Triangle Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: The Jenner is brilliant - but it can take you up to 2 weeks to get an appointment - sometimes, this is too long to find out what's going, it's not an emergency, but 2 weeks is a long time - inconvenient outside of that I find the service is ok. The baby clinic / service is great! Everyday (convenient, reassuring, peace of mind).		

Record No: 5099	Date: 17/02/2011	Source: Outreach, Triangle 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 Jenner is brilliant - but it can take you up to 2 weeks to get an appointment - sometimes, this is too long to find out what's going, it's not an emergency, but 2 weeks is a long time - inconvenient outside of that I find the service is ok. The baby clinic / service is great! Everyday (convenient, reassuring, peace of mind).		

Record No: 5094	Date: 17/02/2011	Source: (Source Not Known), Triangle Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Accupuncture Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: With regards to this practice, it's excellent, the walk-in service for children (3-5pm)if my kids are ill after school, it's convenient. Really, extremely happy that facility, service is there! Apart from that, we as a family don't and haven't experienced any other Health & Social Care Issue or need access to them.		

Record No: 5078	Date: 10/02/2011	Source: Outreach, Triangle Group Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I've been very happy with the practice here. My daughter has been ill, she was referred to SLAM inpatient care, the PCT paid for the treatment (which I wasn't expecting)."		

Record No: 5083	Date: 10/02/2011	Source: Outreach, Triangle 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 (Positive)		
Content:		
"I always had good service excellent here. 1st visit today to the smoking cessation clinic"		

Record No: 5059	Date: 10/02/2011	Source: Outreach, Triangle 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:		
"The Stop-Smoking Clinic was really easy to get into, a lot of resources available they're quite polite too. It's quite good."		

Record No: 4732	Date: 13/01/2011	Source: Outreach, Triangle 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:		
"Been a patient for years very nice I always see Dr. Bell I only will see a female doctor. I have learning difficulties - doctor talks at my pace and understanding . (Triangle Group Practice 13/01/2011) ."		

Record No: 4728	Date: 13/01/2011	Source: Outreach, Triangle 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:		
"If you are lucky to be relatively healthy it is very hard to pass comment on services (use of) GP very friendly, and really up to standard! (10 years attending at GP here). Plus point it's easy for me to get an appointment with GP of my choice or regular GP. (The Triangle Practice 13/01/2011) ."		

Record No: 5054	Date: 10/02/2011	Source: Outreach, Triangle 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: "Today - easy to get an appointment for my daughter. I am satisfied with the practice though I wish the premises were a bit nicer. I have been coming for many years but I don't really feel I know any GP - always see some else."		

End of Report