

Commentaries

Vale Medical Centre, 06.09.11 – 27.09.11

Sorted by Issue Content

Record No: 9165	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Always come here since 1953 - "Got my own seat here" have always come to this surgery. Easy to get an appointment on the day. Dr. Clementine - She's lovely (unable to complete more as patient is very hard of hearing - YK)."		

Record No: 9100	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "As long as you phone first thing in the morning it is possible to make an appointment for the same day which is good. Also helpful that the surgery has extended its opening hours, sometimes kept waiting for appointments, but not unreasonable so."		

Record No: 9098	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "As long as you phone first thing in the morning it is possible to make an appointment for the same day which is good. Also helpful that the surgery has extended its opening hours, sometimes kept waiting for appointments, but not unreasonable so."		

Record No: 9370	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content: "Baby due in April. Regular user of maternity services. Fast to be seen. No problems. No waiting time for appt. Seen 4 times. Staff helpful + no concerns."		

Record No: 9308	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Back for an ongoing problem hoping to be sent to see a specialist. Think it should have been suggested before now, but I'll make the suggestion. But, overall it's an ok practice. Don't really like the booking process but have no suggestions to make it better."		

Record No: 9097	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Been with the doctors for over forty years and I have had excellent service and would recommend it to anybody here at Vale Medical Centre."		

Record No: 9307	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Content:		
"Booked an appointment to see medical professionals with a possible condition/conditions. I had researched the systems prior to my visit and would like a blood test to confirm whether or not I have a particular condition."		

Record No: 9306	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Booking appointments 4-5 days in advance is a nuisance and discourages me from visiting a doctor when I may need to because I have a busy job in the city."		

Record No: 9096	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Came to get appointment for daughter at 8.30 am centre opens at 8.40 am had to wait in wind and rain as no shelter; what was there people in front not moved forward so a sick child in rain. Need a little shelter. The staff are very nice and helpful at all times."		

Record No: 9164	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Content:		
"Came to surgery as 3 month follow up to blood tests. Blood clinic very efficient and letter and paperwork sent in advance. (Vale Medical Centre)."		

Record No: 9305	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Can't book appointments in advance."		

Record No: 9304	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Dr's need to be a little more caring and listen to patients. More understanding how the prescribed medication makes them feel. (The Vale Medical Centre)."		

Record No: 9303	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Excellent service here. Very friendly receptionists and efficient. To be recommended. Day surgery at Lewisham Hospital. Very informed before surgery, clean, efficient experience."		

Record No: 9369	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Excellent service, if a little difficult to get an appointment. But, I feel well 'served' by this practice + the drs."		

Record No: 9368	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Generally good. All referrals - to hospital. No excessive waits. Very good relationship with GP."		

Record No: 9094	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Getting an appointment was always hard but when I did get on I found all the the staff helpful."		

Record No: 9093	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Getting an appointment was always hard but when I did get on I found all the the staff helpful."		

Record No: 9367	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Getting appointment is good only if came to surgery - not by telephone. See all doctors, as a family (one child)."		

Record No: 9302	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Good all found."		

Record No: 9366	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Good experience. Getting appointment by phone is difficult when working. Appointments only given on the day. Everything else great."		

Record No: 9160	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Good service provided but could be better. Reception Staff excellent. Please create more same day appointments. Dr. Agjeyir really helpful and an excellent listener."		

Record No: 9301	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Good service we are happy with doctors and staff are friendly."		

Record No: 9155	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Good. Happy to come to surgery. Services good. 22 years, whole family."		

Record No: 9154	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"GP visit for on going problems. Arrived when the surgery opened to make an appointment, as this is the only way to do it. Not always convenient, but system works well."		

Record No: 9365	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Great service and no problems, staff courteous."		

Record No: 9092	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Here with my 6 year old son, he has virus - arrived at 8.20 and my appointment is 9am."		

Record No: 9300	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I am one of a family of 4 registered with this clinic. We are all adults and we all work this makes accessing the surgery very difficult. It is very difficult to wait at home until 8.45am then ring to see if you can get an appointment that day - if you can't you are always very late for work. The whole appointment system is discriminatory for people who have a minor complaint and work as appointments are difficult to book in advance. Even if you turn up and wait at the surgery there is no guarantee. I have been told twice to go to the pharmacy. The Pharmacist looked bewildered when I turned up! Problem - Only display patients' name, not called."		

Record No: 9363	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I am very happy with everything. I am with this surgery from last 10 years."		

Record No: 9091	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
<p>"I am visiting the surgery for an appointment with the midwife. The service has always been good at the surgery. It would be good if it was pointed out on the phone that appointments are 10 minutes only. The toilet often needs attention. However, the Receptionists are always helpful and the doctors and nurses and practitioners are generally good.</p>		

Record No: 9299	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Content:		
<p>"I came with my 6 year old daughter to check her blood. The doctor refused to do the test - she just said - it's not necessary. I was really disappointed. The country we lived in before the doctor always listened and did not ignore our concerns."</p>		

Record No: 9087	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I couldn't get the appointment on the phone, so I came here at 08.30 am to wait in the queue, so I am waiting to see the doctor at 09.30 am."</p>		

Record No: 8917	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I don't come often but I always feel recognised. The doctor can be a little brusque and rushed, but I feel that he is efficient and has my best interest at heart."</p>		

Record No: 9298	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I don't like how the phones are always ignored. I like that you can always see a doctor on the same day. The doctors are always polite and friendly."</p>		

Record No: 9297	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I feel that it is really hard to make appointments."</p>		

Record No: 9086	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I feel the quality of this surgery has gone down over the past nine years I have been in this area. Not because of the established staff who have always been great but lack of resouce I had to queue for an appointment this morning and then wait an hour and ten minutes for an appointment.</p> <p>I phoned yesterday morning at 8.45 am and was told this system was my only option. I used to be able to book appointments over a 48 hour period. This is especially helpful to people like myself who work in Central London so can't be available all day for appointments. It's a great shame as I have always been happy with the surgery in previous years."</p>		

Record No: 9084	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I feel this is a good surgery but the appointment system is crazy. I really feel that as the workers pay for the system it is very important to keep felxibility for them and keep them able to function and work. The appointments only on the day mean you have to take a day off work and take your chances as to whether you will be seen or not. It would be much easier to plan an hour off a few days ahead. They do evening appointments, but these are very difficult to obtain. The chronically sick can come anytime but the harder it is for workers to get appointments, minor ailments may become more serious and they will become chronically sick themselves. For missed appointments there should be fines and 3 strikes system."</p>		

Record No: 9296	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Content:		
<p>"I had blood tested for glucose and menopause. The attention is very good."</p>		

Record No: 9362	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I have 2 sons (5 & 3) and we use the practice regularly. It can occasionally be tricky to get an appointment on the day required. One of the most challenging parts of the service is the 10 minute allocation for appointments, which makes the consultation feel rushed and sometimes not as thorough as wished for. On the plus side, the staff are all friendly and competent, doing their best under the constraints they work under. It would also be good to have more continuity of care, very difficult to see the same doc."</p>		

Record No: 9361	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have always found the facilities in a good and very high standard of hygiene. The staff are always courteous and helpful. The service provided is very good. Even though the practice is very good I find the seating area very small as you could be sitting with someone with a serious condition."		

Record No: 9295	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have always found the Vale service to be very good. The appointment system works well and the doctors (Dr. Clem), midwives and blood clinic nurses are friendly + effective. The only shame is that there is no continuity i.e. midwifery care - I have seen a number of different people."		

Record No: 9294	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have always had a good experience at the surgery. It is clean and tidy and the staff are always friendly and helpful."		

Record No: 9081	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been a patient at the Vale Medical Centre for 7 years. It is a fantastic practice, really well run. All the staff from the receptionists to doctors are great. I never have a problem getting an appointment and the treatments I have been given is great."		

Record No: 9293	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been a patient for 25 years under Dr Jaipal Israel who managed to build this Vale Medical Centre where the service and personal attention are good and have been the same for a number of years."		
"I am 69 years old and have been living in Sydenham / Forest Hill for 30 years."		

Record No: 9360	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been a patient here for about 2 years. The environment is clean and inviting. However, I find that I have to wait too long for an appointment, don't appreciate the fact that I am unable to book an appointment with my doctor, a day in advance as I could previously."		

Record No: 9079	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have been attended to and helped with all medical advice including treatment. I have always been given an appointment to see my doctor whenever the need arises."		

Record No: 9153	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have got epilepsy and backache."		

Record No: 9152	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have had a wonderful experience being with this surgery over the years, the doctors are very helpful and always ready to assist in all possible ways. In fact, they are amazing."		

Record No: 9292	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have high cholesterol and abdominal aneurysm."		

Record No: 9359	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"I have recently joined surgery I am pleased with the midwife however I often find that the receptionist are not very helpful and have been given wrong information on a few occasionals which has caused me to take more time off work."		

Record No: 9358	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I have used this surgery twice in the last three years and have had no problems with any aspect of the administration or clinical care."		

Record No: 9291	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I live locally and my family and I use the surgery regularly. The service we review is generally good and we are satisfied with it."		

Record No: 9290	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"I recently gave birth and I found the midwife care at the GP very good the midwife is very caring and helpful which put my mind at ease. Having a first baby can be overwhelming, but she always put my mind at ease."		

Record No: 9357	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"I think the doctors at times could be better. People that work here are nice. Having my baby at Lewisham and so far they have been good."		

Record No: 9075	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"I'm 5 months pregnant and am having a regular appointment with a midwife. I find the Vale has friendly staff and are particularly good at letting my partner feel involved. Due to time constraints 10min visits. I sometimes feel I would like more information on my options. But overall the friendliness and the fact that I'm listened to - here and at Lewisham Hospital - make me confident about what's happening."		

Record No: 9355	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"It is very stressful to get an appointment. We have to ring at 8.40am - I have to get 2 children into school for 9.00 start - I am already on my way to school - 2 kids on bikes, pushing my toddler in a pram down the South Circular - redialing for 10 mins before I get through to surgery reception it is impossible - dangerous for me to constantly redial for 10 minutes. This must be a bad time for all patients. But not the time to make appointments."</p>		

Record No: 9150	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"It's very difficult to get appointment at this centre over the phone."</p>		

Record No: 9071	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I've been a patient of this surgery and previous Sydenham Green for 50 years and always found the doctors and staff very co-operative and kind."</p>		

Record No: 9354	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"I've lived in SE23 for 7 years during which time I've registered with the Perry Vale Practice. I find the service very good if requiring a same day appointment, but less so for booking dates in the future. The doctors are professional and in most cases I'm able to see my regular doctor on request."</p>		

Record No: 9070	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
<p>"Joined the surgery when I found out I was pregnant. Although not deemed an 'emergency' the reception staff were very accomodating and found me an appointment quickly. Very warm and helpful. However, I have had a different midwife every appointment and each has seemed disinterested and made me feel like I was inconveniencing them when asking questions. One of my blood tests also discovered an unusual haemoglobin and the communication between GP to the Waldron Centre at Lewisham Hospital and myself was very poor. Did not fill me with confidence. The 'Genetic Counsellor' @ the Waldron was a particularly poor communicator and made me feel worse about the situation."</p>		

Record No: 9066	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Just joined doctor surgery very good service not had any problems with the services."		

Record No: 9149	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Just joined the Vale Medical Centre and the overall service has been fantastic."		

Record No: 9505	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Lewisham hospital - difficult directions, but improvement in building - treatment good. Practice good - all round - Not enough privacy at reception - eg for test results Drs. are polite."		

Record No: 9289	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Made an emergency appointment to seek medical attention for my daughter on the day and was quite pleased to be granted an appointment."		

Record No: 9352	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Midwife appointments have always been a positive experience. Although I have sometimes had to wait, generally I have been seen very promptly. The midwife has always been open and friendly; provided accurate and helpful advice. Reception staff are always helpful. (Perry Vale Medical Centre)."		
"Scan and extra midwifery appts. Have taken place at the hospital. Sonography service has been thorough and efficient. The midwives at the hospital have been less open and friendly as at the surgery; going to the DAU when I hadn't felt the baby move for a few hours it felt like I was a little bit of an inconvenience. (Lewisham Hospital)"		

Record No: 9065	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Most helpful visit once a year for quick tablet review doctors listen to me very good surgery."		

Record No: 9288	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Most of the doctors seem to be good, however an appalling attitude, who said "If your child dies, she dies"."		

Record No: 9287	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Moved from Manchester to London been here past 6 months I have found the Medical Centre very helpful and doctors very nice and have dealt with all my problems very nicely."		

Record No: 9148	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"My experience has been primarily with the nurse which I have found to be of good service - attentive and helpful. I have seen the GP once and was not impressed with his bedside manners. I did not feel it was a useful visit regarding my problem."		

Record No: 9286	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"My GP is DR Clementine who is very helpful and sympathetic. When she has not been available any other GP I have seen have also treatedme in a caring + attentive manner."		

Record No: 9064	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Need to have earlier dates for appointments."		

Record No: 9351	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"No complaints with the surgery I have been coming here a long time."		

Record No: 9350	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"No complaints. Given choice for maternity - Kings, Lewisham. Good experience at Lewisham older Dr. less open to listening to me."		

Record No: 9349	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Not happy with surgery - dealing with patients, not taken seriously, sarcastic manner by receptionist. Refused to prescribe anti-biotics. Not referred to specialist (June-Sept). Called 'overanxious' - but circumstances cause this. Not sympathetic - Delays in referrals - requested to see leaflet to see medical records - not on display, not available."		

Record No: 9285	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"On contacting my GP surgery, I was greeted in a friendly and patient manner. I was given relevant information on how to be seen by the GP, if my ailment was urgent I received a similar service on visiting the surgery."		

Record No: 9348	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Patients for 1 year. Very good practice likes GP - Consultant care. Sees patient and children. Easy to get appointment. No lengthy wait, can be seen on the same day. No negative comments at all."		

Record No: 9145	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Perry Vale Surgery is very good and most of the staff and doctors are very nice and friendly."		

Record No: 9284	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Personally, the system should provide a better service especially when booking an appointment. Sometime it take very long to get an appointment by phoning every morning, always engage."		

Record No: 9347	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Pretty good - ring at 9.45 for appointments - need to look at difficulty of getting appointments seen all doctors - fine. A+E - waited 1 hour to be seen - bleeding in pain from hole in head. Another hour to get stitched."		

Record No: 9346	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Content:		
"Quick respond on call, helpful staff, friendly service, good pregnancy service."		

Record No: 9345	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Rang doctors when I knew the phone lines would be open, kept getting the message to say the surgery was now closed, kept trying then it was engaged, it took a good 10-12 mins to try to get through to book appointment, by the time you get through a lot of appointments have already gone. I was early for my appointment but was seen late by 13 mins.		
I suffer a lot from sinus infections and cystitis aswell but always find the doctors don't want to give out antibiotics, I don't want to have to take antibiotics but I know my body and when I have an infection and know when it will clear up from antibiotics. I feel I have to stuggle when I see the doctor to get antibiotics for these things which makes my experience uncomfortable."		

Record No: 9283	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Some problems with appointment system and system of having to call each day can be difficult. Other than that excellent services."		

Record No: 9143	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Staff are always polite and efficient. It's clear to me as to when I can book an appointment and expect to see a doctor."		

Record No: 9344	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Staff are very friendly + doctors are good, only negative is trying to get an appointment is sometimes hard as 8am walking go first."		

Record No: 9343	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Staff are very well organised and the system in place is well organised. SMS are sent to each patient to remind us of our appointments which is really good. Professionally speaking I am happy with the service. However, we are all human, that not withstanding great service.		
<ul style="list-style-type: none"> - The GP Listen to you and offer necessary assistance - The receptionists are efficient and quick to assist - Some delays in appointment time with the midwife - But overall great service" 		

Record No: 9342	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Staff met today were polite waiting to see GP 15 min at present. Waiting time was long. But was dealt with very well good advice."		

Record No: 9141	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Surgery is OK, the only bad thing is that the doctors change too often, I was comfortable with Dr. Torson, then Dr. Pramanik. But they both left after such short time, this is very bad, it's not easy to get comfortable with any doctor. Would be better if these doctors were permanent."		

Record No: 9282	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The good thing about coming to this centre is that the facilities are well kept. The only problem I find that everytime I have an appointment booked they always see me 20 minutes later, which is quite annoying because it changes plans for me in the day. Overall this medical centre is a good place."		

Record No: 9139	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The process for booking an appointment is very restrictive and therefore problematic and inconvenient for working patients."		

Record No: 9341	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The service I get from Vale Medical Centre is very good and I have never had a problem with them or their service."		

Record No: 9281	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The timing for doctors and patients is too small. It is just 10 minutes and does not give the doctor enough chance to access further into the need of the patient."		

Record No: 9280	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"The Vale Medical Centre is professional, friendly doctors with a good standard of treatment and advice. 9/10 times I manage to get an appointment to suit me."		

Record No: 9279	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Today I seek GP advice for my daughter (21 months) who has had blood in her stools."		

Record No: 9137	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Trying to book an appointment is not easy, it takes me between 10-15 mins to get through to a receptionist and then only 1/10 times can I get an appointment. I've had to go to a drop-in centre which is not local."</p>		

Record No: 9136	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Vale Medical Centre has been my family GP; they have always treated me with respect and dignity/empathy. I have always felt heard and valued, the staff frontline staff's attitude had been fantastic and very welcoming."</p> <p>"Perry Vale Medical Centre - The Surgery itself has always presented cheer, bright and warm, the opening hours have been very helpful baring in mind a working mother and student. It's been very flexible."</p>		

Record No: 9063	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Various problems regarding health dealt with are being dealt with very well."</p>		

Record No: 9133	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Very friendly service and helpful. Twice lost my blood samples. Very short time allowed for visits. Clear and explanatory doctors and nurses."</p>		

Record No: 9062	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Very good practice easy to make appointment doctors listen, discuss treatments, receptionist friendly waiting times good."</p>		

Record No: 9340	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Very good. See who is available, generally. No problems deal with what trouble is. Very good nurses. Moorfields good. Lewisham - very good. Diagnosed Parkinsons - Social Care good - providing aids. Not too long a wait for appointment."		

Record No: 9130	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Very good."		

Record No: 9339	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Very happy with the service. The reception staff are always extremely friendly and helpful and having seen Drs. Howey & Clementine on a regular basis. They are superb. I also love the practice nurses."		

Record No: 9058	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Very helpful surgery but would prefer more time for appointments."		

Record No: 9278	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Very on-time, kind and friendly GP's very supportive as well!"		

Record No: 9277	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content: "Volunteer filled in as patient has only limited English. Patient satisfied with service, is being offered translator."		

Record No: 9056	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"Waiting outside for half an hour to make sure I get an early appointment with my doctor. Almost twenty people were outside with me! Phoning is always difficult to do this."		

Record No: 9055	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"We have been with these doctors over 40 years and have found, Doctors, Nurses, and Receptionists friendly, helpful and caring. They listen to you."		

Record No: 9129	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"We tried to book a doctor's appointment over the phone yesterday at 8.40am. When we got through the appointments were fully booked. Fortunately the gentleman on the phone suggested coming in first thing this morning and we have an appointment. The doctors at the practise are wonderful and despite being short on time you generally feel you've been heard. I do feel there could be more doctors as it is always busy and there must be a lot of pressure on the doctors to see everyone."		

Record No: 9128	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"We tried to book a doctor's appointment over the phone yesterday at 8.40am. When we got through the appointments were fully booked. Fortunately the gentleman on the phone suggested coming in first thing this morning and we have an appointment. The doctors at the practise are wonderful and despite being short on time you generally feel you've been heard. I do feel there could be more doctors as it is always busy and there must be a lot of pressure on the doctors to see everyone."		

Record No: 9338	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
"What needs to happen that you should book appointments over the phone."		

Record No: 9127	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"When I come to the doctors if I say I am unwell, always I am told I am a healthy young man, what's my problem and basically I'm wanted out the door ASAP I'm 34 years old. This service and treatment is wrong. I get the impression that this surgery is only for the elderly!!"</p>		

Record No: 9126	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Content:		
<p>"Wish there was a GP Practice closer to home there is no GP Surgery in Forest Hill."</p>		

End of Report