

Commentaries

Woodlands Health Centre, 27.04.11 – 18.05.11

Sorted by Issue Identified

Record No: 7233	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Distance, N/A (Negative)		
Content: "I live in Bromley and it takes me 1 hour."		

Record No: 6875	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Transport/Parking, N/A (Negative)		
Content: "I have used Woodlands Health Centre for the past 4 years and have found the service to be of good quality for the most part. It is sometimes difficult to get appointments early in the day but I understand the service is now open earlier and later on some days. All in all, I have no complaints! Except for lack of parking!"		

Record No: 6958	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Transport/Parking, N/A (Negative)		
Content: The only difficulty associated with attending here is the parking which is connected to a larger borough system. The staff here are always very accomodating, the nurses and GP's are caring, knowledgeable and really care about my health. I have been with my GP for nearly 20 years and will move wherever she goes. I have always had positive, professional and caring interactions with her.		

Record No: 6844	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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: "Been with Woodlands Health Centre since it started. The nurse is exceptionally helpful and friendly. Staff at reception are efficient though could be more courteous at times. Waiting times are definitely longer!! The longest I waited for was an hour and half. However, doctors are mostly very thorough. Appointments are getting longer also."		

Record No: 6886	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Been with Woodlands Health Centre since it started. The nurse is exceptionally helpful and friendly. Staff at reception are efficient though could be more courteous at times. Waiting times are definitely longer!! The longest I waited for was an hour and half. However, doctors are mostly very thorough. Appointments are getting longer also."</p>		

Record No: 6882	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>"Doctors and nurses are wonderful. The only thing I see is that it's very difficult to get an appointment. If I come to get an appointment they always tell me I have to phone, why if I am already here? When I call they never have anything available any day. Unbelievable!! By the way, receptionists are quite rude in person and over the phone."</p>		

Record No: 7032	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Doctors are good, offer knowledgeable advice, listens to patients complains carefully. Waiting times used to be long (in fact very long) but they seem to have improved, a lot better. Love the Saturday,s Surgery. Great idea."</p>		

Record No: 7028	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Ever since I have been registered here, I find everything excellent, of course everything cannot be 100% good but in general the service is good, GP's are understandable and receptionists are very polite."</p>		

Record No: 7238	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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>"Good service overall. Nice and friendly staff, very helpful and efficient."</p>		

Record No: 6840	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Good services. Doctors and staff are caring and good listeners. Organised surgery."		

Record No: 7058	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 with this practice since opening, probably around 10 years or so, usually I phone but sometimes I come to book an appointment, as I live just down the road. I cannot complain about the staff, doctors and nurses are fine."		

Record No: 6878	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 consider the service at Woodlands as reasonable - although of late there have been lots of issues with lost test results - I often feel I am being fobbed off by reception staff. Most of the doctors are pleasant and thorough."		

Record No: 6836	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 feel this Health Centre is very friendly and helpful. I have been a patient here for over 3 years and I am very happy with the care I receive."		

Record No: 6835	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 both doctors and staff very polite, caring and helpful in all things I've never had any problems at all with anyone and I find them very easy to talk to about anything."		

Record No: 7236	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 the doctors and staff to be friendly, professional and I am proud to have this centre available to me."		

Record No: 6834	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 had c. section to deliver my children, twins, the staff where wonderful, all the people involved in the operations as well as after care. I am very pleased with the staff and the ward."		

Record No: 7234	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 have been coming here for years. I have always found the service very good, the receptionists always greet me with a smile and are polite."		

Record No: 6874	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 joined the surgery only a couple of months ago, and have had two visits since joining. I haven't had any issue with the services here, however the appointments do run out within 5 mins of opening. I like how they offer to call you to find the nearest appointment. And I think my doctor is lovely and understanding."		

Record No: 7231	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>"I recently contacted the surgery to arrange an emergency appointment for my partner who was back on R+R from Afghanistan. He's not registered here but his base is in the North of the country. The receptionist refused to book an appointment and repeatedly told me he couldn't see a GP if not registered. I contacted the NHS and was advised that this was incorrect. I contacted the surgery again to tell them this and after much deliberation the receptionist then agreed that it was possible but there were no longer any appointments left (3 hours after my first call). She was extremely rude and unhelpful, and ended the call saying she "wasn't bothered". In general however, I have found the staff helpful and I cannot fault the nurse or GP Service other than the fact that I have never experienced such long waiting times (never waited less than 40 mins to see a GP)."</p>		

Record No: 7228	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 recently contacted the surgery to arrange an emergency appointment for my partner who was back on R+R from Afghanistan. He's not registered here but his base is in the North of the country. The receptionist refused to book an appointment and repeatedly told me he couldn't see a GP if not registered. I contacted the NHS and was advised that this was incorrect. I contacted the surgery again to tell them this and after much deliberation the receptionist then agreed that it was possible but there were no longer any appointments left (3 hours after my first call). She was extremely rude and unhelpful, and ended the call saying she "wasn't bothered". In general however, I have found the staff helpful and I cannot fault the nurse or GP Service other than the fact that I have never experienced such long waiting times (never waited less than 40 mins to see a GP)."</p>		

Record No: 6831	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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'm quite pleased with the services at this surgery. Reception is very friendly and helpful. Unfortunately waiting time is quite long (45 mins. Approximately). I've been very happy with the doctors here and the treatments they've offered."</p>		

Record No: 6872	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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'm very happy with Woodlands Health Centre, never waiting too long always treated with respect. Staff are always friendly and smiled, very helpful."</p>		

Record No: 6871	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"It's easy to make an appointment and the staff are lovely but the one problem is that I have to wait hours for my appointment and I don't like waiting unlike my old GP I wouldn't have to wait no longer than 10 mins. Here I waited over an hour etc."		

Record No: 7220	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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've been visiting Woodlands Health Centre for the last 4 months and have found the services very satisfactory the GP's are highly competent and staff are very helpful."		

Record No: 7218	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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:		
"Making an appointment at this surgery could be difficult at times when needing to be seen urgently. Staff + Doctors are always polite on arrival."		

Record No: 7217	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 experience with Woodlands Centre is nothing but amazing. I have underactive thyroid, so I need tests every 3 months and see doctor after. They have always been exceptionally helpful and supportive. The biggest star of the place is a Nurse though. It is very easy to meet her without an appointment and she is the loveliest and warmest person I ever met in a similar institution. Once I had very unpleasant experience with one of the receptionists but the case was dealt with straight away and the person was let go! A+ service! Thank you very much Woodlands Medical Centre."		

Record No: 6869	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Nice and clean surgery, doctors are very helpful. Appointments are sometimes hard to get as I work and calling at 3pm is always difficult."		

Record No: 6823	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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: "Overall the service from the receptionists are ok but occasionally it feels that they are unhelpful! The doctors and nurses are brilliant. The doctors listen to what you are saying, explain in detail the treatment you are to receive before prescribing medication."		

Record No: 7025	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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: "Practice is very helpful."		

Record No: 6821	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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: "Reception staff could be a bit more friendly and accommodating. Need to be able to make an appointment to see doctor quicker. Don't understand why doctors can't be a bit more specific and back up timings - always a very long time to wait and no apologies after."		

Record No: 6863	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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: "Registering was easy. I visited the practice nurse, who was very pleasant. This is my first visit to see a GP when booking the appointment, phone manner was good, but some idea of timescale (l.e. when I'd be called back) would have been useful."		

Record No: 7044	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Sonographer knowledgable + friendly. Efficient service. Waiting time was OK + sonographer was very professional (Jan 2011).</p> <p>Waited to see GP for over than hour (Oct 2010). In the end had to cancel and rebook so as not to miss hospital appointment. Some doctors seem to be persistently late - even for the first appointment in the morning because they do not turn up on time. Not acceptable behaviour + unprofessional."</p>		

Record No: 6818	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Staff (Dr's and nurses) helpful and approachable. Receptionists have improved in last year. Waiting times always acceptable. Minimum wait is 30mins. Especially with small children this is hard. Clinics not flexible, antenatal only in a.m. would be much better if they could offer p.m. appointments as it can be hard to get time off if can't offer work a range of times."</p>		

Record No: 7042	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 service at my GP is exceptionally good no complaint. The doctors are great and informations are readily available if there are any doubts reassurance is given."</p>		

Record No: 6856	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 service is very good. Appointments are on time. The staff are very considerate and also the doctors."</p>		

Record No: 6815	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 surgery is good and the doctors are fantastic. The problem at times is the waiting time, it is so bad at times that you will be waiting for 45 mins. Running behind schedule."</p>		

Record No: 7020	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"We are very happy with the care that we receive at Woodlands. We have been coming here since 2005 and wouldn't consider going anywhere else. I have been always been able to get emergency appointments for the children which is amasing, and I think the appointment booking system works really well. The reception staff are very helpful and the practice nurse is a real asset - she is incredibly caring and helpful."</p>		

Record No: 6813	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"What I would like to say is that since the first day I started attending this health centre, there have been no problems at all - very co-operative staff and service is very good only problem of having to wait before your turn but it is normal."</p>		

Record No: 6849	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>"When I first registered with the surgery my application form was lost. I came in after being told that I could see a nurse the same day upon registration. (This was over the phone) in practice I was told nobody could see me as registration was incomplete, I had taken a day off work so this was very inconvenient; I have found one receptionist quite rude; dismissive. The doctor and other staff however are brilliant. When calling to get results over the phone, a call back request had to be made, when the Dr. called back they didn't know what my test results were and I had to suggest a prescription. They advised that they would write one out so I could collect it. This was without examining me or seeing me. I booked an appointment; all was clarified."</p>		

Record No: 6847	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Woodlands Health Centre provide a very good service - it's generally easy to make appointments with the appointment system easy and simple to use. The staff here are very helpful as are the majority of the GP's. My only quibble would be the waiting time to be seen. Although it's ok most of the time."</p>		

Record No: 6975	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Appointment scheduled over the phone. Reception staff are friendly and helpful. Appointments are not always exactly on time. Doctors are helpful and reassuring. Good general experience had at Woodlands Practice.</p>		

Record No: 7011	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>At the doctors waited for 2 hours waiting to see Dr. / Nurse which I find it a long time that when I come early for nurse. One time I came early and seen people go before me I went to receptionist to find out what was happening she said they were before me, I was very upset and left, they forgot to put me on the list.</p>		

Record No: 7010	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 (NegativePositive)		
Content:		
<p>Easy to get to. Friendly staff. Respectful doctors. Always happy with results.</p>		

Record No: 6971	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 (NegativePositive)		
Content:		
<p>Easy to get to. Friendly staff. Respectful doctors. Always happy with results.</p>		

Record No: 7008	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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: Feel a bit rushed when seeing midwife. In & Out very quickly. Not given much chance to ask questions.		

Record No: 7005	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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: Generally a good service, the staff are helpful. I just feel that sometimes they can be slow.		

Record No: 6966	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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: Happy with the receptionist service and appointment booking. But unfortunately the GP's never keep to time. Also more information need to be available without having to ring the hospital I.e. calls back from GP.		

Record No: 7001	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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: Have had a great experience with the surgery, doctors, nurses and midwife has been helpful to me. My only bad thing I can say is the waiting time when you have an appointment. I've always had to wait half an hour to an hour after my time.		

Record No: 6810	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 in this GP since 1999, and I have such a very good experience. They are only good and professional ut they also are very friendly. Now I can say and trust them for my health and my family.		

Record No: 6995	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 Woodlands Practice team for more than 14 years, on the whole the service is good and staff friendly, there are times it is difficult to get appointment time which suits my lifestyle. And at times I have to wait to be called for an appointment. Which means waiting to schedule my time.</p>		

Record No: 6988	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>Patient 7 years + appointment availability hit and miss, always no updates /water; long wait times - sometimes over 1 hour; referrals good; reception service inconsistent.</p>		

Record No: 6987	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 only difficulty associated with attending here is the parking which is connected to a larger borough system. The staff here are always very accomodating, the nurses and GP's are caring, knowledgeable and really care about my health. I have been with my GP for nearly 20 years and will move wherever she goes. I have always had positive, professional and caring interactions with her.</p>		

Record No: 6985	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>The organisation is very poor. I have phoned surgery reception twice, been told I would be called back, and haven't been. Usual wait, even with baby and toddler, is 45 mins - 1 hour. Receptionists unhelpful and rude. The records for my daughter were messed up (wrong date of birth by 40 years!) and so she missed an injection. However, one doctor has been superb and all nurses I've seen are fantastic.</p>		

Record No: 6881	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 (Positive)		
Content:		
<p>"Dr. Yisa is a fantastic doctor. She is very contented with the services she receives here. Also, her practice nurse, Nikki is a fantastic nurse, very supportive. The receptionists are also very helpful especially very considerate with mothers with babies. She will not change this surgery with any other."</p>		

Record No: 7243	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 (Positive)		
Content:		
<p>"Every time we have to wait for an hour at least before I can see a doctor even if I have an appointment at specific time. Sometimes to get appointment we have to wait. Doctors are always nice and listen to the problems. I am currently expecting my second child, it would be nice that the midwives would give more information about hospital and things I need to know."</p>		

Record No: 7215	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 (Positive)		
Content:		
<p>"Nurse is lovely in Woodlands surgery! Long to wait before to see the doctors. Would be nice to have water to drink in the surgery, I am expecting a baby and find myself thirsty often!"</p>		

Record No: 7007	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 (Negative)		
Content:		
<p>First pregnancy. Staff are kind and helpful. When visiting midwife I feel a little rushed like they/she needs to get things done fast! Which makes me not want to ask any questions about my pregnancy.</p>		

Record No: 6969	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>First pregnancy. Staff are kind and helpful. When visiting midwife I feel a little rushed like they/she needs to get things done fast! Which makes me not want to ask any questions about my pregnancy.</p>		

Record No: 6999	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Musculoskeletal 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 began having chronic back pain all of a sudden and needed treatment / diagnosis. I had not registered with Woodlands at this stage (although I live in the development). The centre allowed me to register within a couple of hours, I was assessed by the nurse and doctor same day. The doctor identified the cause (excess acid hurting oesophagus), prescribed tablets and I was back to normal the next day, great service - speedy, helpful and friendly.</p> <p>I contracted cellulitis in my foot and needed treatment. I attended A&E at approx. 21:00-22:00 and it was very busy. However, after a 45 min./1 hour wait, I was attended to by a doctor who prescribed the necessary treatment. The staff were helpful and friendly but obviously under stress. I can't criticise the staff, but would like to see them provided with better facilities / work environment / more staff etc.</p>		

Record No: 6824	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Nice, clean, modern surgery. Good doctors and staff. The appointment process is a joke. Appointments are almost never available within the next few days. I don't know how you are expected to foresee that you are going to be ill."</p>		

Record No: 7213	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Positive)		
Content:		
<p>"Nurse is lovely in Woodlands surgery! Long to wait before to see the doctors. Would be nice to have water to drink in the surgery, I am expecting a baby and find myself thirsty often!"</p>		

Record No: 7026	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"I have been attending my GP Surgery for nearly 2 years. With Gyne - problms, however having been referred to both NHS hospital and Private BMI Hospital I do not feel that there has been any conclusion this is because between services information is not communicated effectively whicg results in my health being impacted upon. I am unhappy with the GP's appointment service which puts receptionist in full control of your health. I do not feel that receptionist should be asking why I want to see my GP before I can make an appointment but on occasion s this has happened and I have felt duty bound to have to explain some of my symptoms in orther to get an appoinment. Secondly, I am not happy with having to give personal information (name, address, DOB at the front desk of reception in front of other patients as on previous occasion a gentelmen stopped me on the street to tell me he know this information as he had overhead in the queue (I felt very exposed)."</p>		

Record No: 6990	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Personal, Visiting (Negative)		
Content:		
<p>Patient 7 years + appointment availability hit and miss, always no updates /water; long wait times - sometimes over 1 hour; referrals good; reception service inconsistent.</p>		

Record No: 7002	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, Administration, General Administration (Negative)		
Content:		
<p>Happy with the receptionist service and appointment booking. But unfortunately the GP's never keep to time. Also more information need to be available without having to ring the hospital I.e. calls back from GP.</p>		

Record No: 6992	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, Administration, General Administration (Positive)		
Content:		
<p>I've always been very happy with the information, treatment and care I've received from all the GP's and nurses + midwives. My main problem is about booking an appointment - I find it difficult to make an appointment that is convenient and timely / immediate. Liase find that appointments often run very late / overtime - last week it was an hour long wait!</p>		

Record No: 6984	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, Administration, Medical Records (Negative)		
Content:		
<p>The organisation is very poor. I have phoned surgery reception twice, been told I would be called back, and haven't been. Usual wait, even with baby and toddler, is 45 mins - 1 hour. Receptionists unhelpful and rude. The records for my daughter were messed up (wrong date of birth by 40 years!) and so she missed an injection. However, one doctor has been superb and all nurses I've seen are fantastic.</p>		

Record No: 6879	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 am just here to-day to see the practice nurse. I see a doctor from time to time and my experience has always been positive. It does take a long time to see a doctor (I.e. long waiting time in the surgery) and, while that is inconvenient, it is because they take time with each individual patient. One thing I don't like, however, is that they keep losing some of my paperwork."</p>		

Record No: 7242	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Communication/Information, User Information, Signposting (Negative)		
Content:		
<p>"Every time we have to wait for an hour at least before I can see a doctor even if I have an appointment at specific time. Sometimes to get appointment we have to wait. Doctors are always nice and listen to the problems. I am currently expecting my second child, it would be nice that the midwives would give more information about hospital and things I need to know."</p>		

Record No: 6982	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, User Information, Signposting (Negative)		
Content:		
<p>There are always delays with appointments. Also, I feel the surgery should offer to take blood. I am 26 weeks pregnant and I always have to go elsewhere if they need a sample of my blood.</p>		

Record No: 7036	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Communication/Information, User Information, Support (NegativePositive)		
Content:		
<p>"Woodlands Health Centre is good and offers its services well, but my problem with the health centre is that before patients are being attended to, they will wait for a long time before seeing a doctor or a nurse and sometimes, like me for instance, I have a sharp pain that has been playing me for some time now, but still there has not been any solution to the problem till noe. It is annoying. The issue of contraceptive should be attended to. So women can be given their choice of contraceptive without stressing themselves."</p>		

Record No: 6837	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Diagnosis, Commission, Result Lost (Negative)		
Content:		
<p>"I consider the service at Woodlands as reasonable - although of late there have been lots of issues with lost test results - I often feel I am being fobbed off by reception staff. Most of the doctors are pleasant and thorough."</p>		

Record No: 6964	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Musculoskeletal Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Diagnosis, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>I began having chronic back pain all of a sudden and needed treatment / diagnosis. I had not registered with Woodlands at this stage (although I live in the development). The centre allowed me to register within a couple of hours, I was assessed by the nurse and doctor same day. The doctor identified the cause (excess acid hurting oesophegus), prescribed tablets and I was back to normal the next day, great service - speedy, helpful and friendly.</p> <p>I contracted cellulitis in my foot and needed treatment. I attended A&E at approx. 21:00-22:00 and it was very busy. However, after a 45 min./1 hour wait, I was attended to by a doctor who prescribed the necessary treatment. The staff were helpful and friendly but obviously under stress. I can't criticise the staff, but would like to see them provided with better facilities / work environment / more staff etc.</p>		

Record No: 6976	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Medication, Omission, N/A (Negative)		
Content:		
<p>We have 2 children under 4 years. The service from the doctors is good. 2 areas for improvement are:</p> <ol style="list-style-type: none"> 1. Booking appointments: This is difficult (or has been in the past) with the 'call at 3pm system' and something of a lottery. Perhaps the ability to book on-line will help. 2. Continuity of care - it is difficult to see the same doctor consistently due to the need to 'take any appointment available'. <p>When our children were very young babies, baby clinics were poorly manager with no structure / order applied to who is seen and when - another lottery! We once had a very problematic clinic where a temporary nurse was unaware of what vaccination to give and how to give it. Very stressful for my partner.</p>		

Record No: 6825	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Sanitation, Environmental, Hygiene (Positive)		
Content:		
<p>"Nice and clean surgery, doctors are very helpful. Appointments are sometimes hard to get as I work and calling at 3pm is always difficult."</p>		

Record No: 6867	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Sanitation, Environmental, Hygiene (Positive)		
Content:		
<p>"Nice, clean, modern surgery. Good doctors and staff. The appointment process is a joke. Appointments are almost never available within the next few days. I don't know how you are expected to foresee that you are going to be ill."</p>		

Record No: 7030	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Doctors are good, offer knowlegeable advice, listens to patients complains cearfully. Waiting times used to be long (in fact very long) but they seem to have improved, a lot better. Love the Saturday,s Surgery. Great idea."</p>		

Record No: 6858	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Staff (Dr's and nurses) helpful and approachable. Receptionists have improved in last year. Waiting times always acceptable. Minimum wait is 30mins. Especially with small children this is hard. Clinics not flexible, antenatal only in a.m. would be much better if they could offer p.m. appointments as it can be hard to get time off if can't offer work a range of times."</p>		

Record No: 7019	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"We are very happy with the care that we receive at Woodlands. We have been coming here since 2005 and wouldn't consider going anywhere else. I have been always been able to get emergency appointments for the children which is amasing, and I think the appointment booking system works really well. The reception staff are very helpful and the practice nurse is a real asset - she is incredibly caring and helpful."</p>		

Record No: 6978	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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, Process (Negative)		
Content:		
<p>We have 2 children under 4 years. The service from the doctors is good. 2 areas for improvement are:</p> <ol style="list-style-type: none"> 1. Booking appointments: This is difficult (or has been in the past) with the 'call at 3pm system' and something of a lottery. Perhaps the ability to book on-line will help. 2. Continuity of care - it is difficult to see the same doctor consistently due to the need to 'take any appointment available'. <p>When our children were very young babies, baby clinics were poorly manager with no structure / order applied to who is seen and when - another lottery! We once had a very problematic clinic where a temporary nurse was unaware of what vaccination to give and how to give it. Very stressful for my partner.</p>		

Record No: 7246	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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>"Appointment booking to see other departments slow at times and sometimes you do get pushed around personnel."</p>		

Record No: 6883	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Doctors and nurses are wonderful. The only thing I see is that it's very difficult to get an appointment. If I come to get an appointment they always tell me I have to phone, why if I am already here? When I call they never have anything available any day. Unbelievable!! By the way, receptionists are quite rude in person and over the phone."</p>		

Record No: 7059	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 with this practice since opening, probably around 10 years or so, usually I phone but sometimes I come to book an appointment, as I live just down the road. I cannot complain about the staff, doctors and nurses are fine."</p>		

Record No: 7054	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 GP practice almost 10 years. I do not have any problems to get an appointment. Usually I do not have to wait long for an appointment,"</p>		

Record No: 6876	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 used Woodlands Health Centre for the past 4 years and have found the service to be of good quality for the most part. It is sometimes difficult to get appointments early in the day but I understand the service is now open earlier and later on some days. All in all, I have no complaints! Except for lack of parking!"</p>		

Record No: 6832	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 joined the surgery only a couple of months ago, and have had two visits since joining. I haven't had any issue with the services here, however the appointments do run out within 5 mins of opening. I like how they offer to call you to find the nearest appointment. And I think my doctor is lovely and understanding."</p>		

Record No: 7225	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 very difficult to get appointments. When I do get one I wait in the waiting room at least 1 hour to 1.5 hours to be seen. Once I made the first appointment of the day and the doctor didn't get in until 1 hour later. Pretty poor service."</p>		

Record No: 6829	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 alright; Come to see practise nurse; easy to make appointments."</p>		

Record No: 6828	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 easy to make an appointment and the staff are lovely but the one problem is that I have to wait hours for my appointment and I don't like waiting unlike my old GP I wouldn't have to wait no longer than 10 mins. Here I waited over an hour etc."</p>		

Record No: 7223	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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's really hard to get an appointment. But the doctors are good."</p>		

Record No: 7219	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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:		
"Making an appointment at this surgery could be difficult at times when needing to be seen urgently. Staff + Doctors are always polite on arrival."		

Record No: 6868	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Nice and clean surgery, doctors are very helpful. Appointments are sometimes hard to get as I work and calling at 3pm is always difficult."		

Record No: 7209	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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:		
"Sometimes difficult to get an appointment, and have to wait too long, to be seen. Otherwise happy."		

Record No: 6819	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Sometimes it's hard top get appointments. Have to wait too long for your appointments. The doctors are very good."		

Record No: 7037	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (NegativePositive)		
Content:		
"Woodlands Health Centre is good and offers its services well, but my problem with the health centre is that before patients are being attended to, they will wait for a long time before seeing a doctor or a nurse and sometimes, like me for instance, I have a sharp pain that has been playing me for some time now, but still there has not been any solution to the problem till noe. It is annoying. The issue of contraceptive should be attended to. So women can be given their choice of contraceptive without stressing themselves."		

Record No: 6811	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Woodlands Health Centre provide a very good service - it's generally easy to make appointments with the appointment system easy and simple to use. The staff here are very helpful as are the majority of the GP's. My only quibble would be the waiting time to be seen. Although it's ok most of the time."</p>		

Record No: 6974	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 (NegativePositive)		
Content:		
<p>Arrived for appointments, no record of me waiting to be seen, phoned 3 times yesterday, given 9.20 on phone.</p>		

Record No: 6961	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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've always been very happy with the information, treatment and care I've received from all the GP's and nurses + midwives. My main problem is about booking an appointment - I find it difficult to make an appointment that is convenient and timely / immediate. Liase find that appointments often run very late / overtime - last week it was an hour long wait!</p>		

Record No: 6960	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Patient 7 years + appointment availability hit and miss, always no updates /water; long wait times - sometimes over 1 hour; referrals good; reception service inconsistent.</p>		

Record No: 6980	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Tried to make an appointment and was informed that I had been removed from the list (?) - (mid April), apparently a letter had been sent to my home address, reference, results from previous appointment! After re-registering, finally made an appointment (mid May). Was quite disappointed with the service and was made to feel like I had to read to be re-instated on the list. Anyway, currently waiting to see the doctor, already been waiting 35 mins. Hopefully I'll get back home in time for lunch.</p>		

Record No: 7034	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Booking G.P. appointment - everyone had to call up at the same time so phons are always engaged. Always find it difficult to get a good time with work/cshool. Always seem to run quite late (up to an hour).</p>		

Record No: 7208	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 thing I don't like at this surgery is that when I call to make an appointment nobody's answering and when I came to surgery to make the appointment they say that there are none available."</p>		

Record No: 7014	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Appointment scheduled over the phone. Reception staff are friendly and helpful. Appointments are not always exactly on time. Doctors are helpful and reassuring. Good general experience had at Woodlands Practice.</p>		

Record No: 6994	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 with Woodlands Practice team for more than 14 years, on the whole the service is good and staff friendly, there are times it is difficult to get appointment time which suits my lifestyle. And at times I have to wait to be called fro an appointment. Which means waiting to schedule my time.</p>		

Record No: 6957	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 organisation is very poor. I have phoned surgery reception twice, been told I would be called back, and haven't been. Usual wait, even with baby and toddler, is 45 mins - 1 hour. Receptionists unhelpful and rude. The records for my daughter were messed up (wrong date of birth by 40 years!) and so she missed an injection. However, one doctor has been superb and all nurses I've seen are fantastic.</p>		

Record No: 7247	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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>"After seeing doctor - got appointment with skin doctor only 31 days. Developed trench foot - or similar - visits walk-in-centre at New Cross, twice as pain and inflamation got worse - registered at above clinic week 1 - seen nurse week 3 - now awaiting to see doctor week 5!! They forgot to put my registration on the computer."</p>		

Record No: 7232	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 recently contacted the surgery to arrange an emergency appointment for my partner who was back on R+R from Afghanistan. He's not registered here but his base is in the North of the country. The receptionist refused to book an appointment and repeatedly told me he couldn't see a GP if not registered. I contacted the NHS and was advised that this was incorrect. I contacted the surgery again to tell them this and after much deliberation the receptionist then agreed that it was possible but there were no longer any appontments left (3 hours after my first call). She was extremely rude and unhelpful, and ended the call saying she "wasn't bothered". In general however, I have found the staff helpful and I cannot fault the nurse or GP Service other than the fact that I have never experienced such long waiting times (never waited less than 40 mins to see a GP)."</p>		

Record No: 7229	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 recently contacted the surgery to arrange an emergency appointment for my partner who was back on R+R from Afghanistan. He's not registered here but his base is in the North of the country. The receptionist refused to book an appointment and repeatedly told me he couldn't see a GP if not registered. I contacted the NHS and was advised that this was incorrect. I contacted the surgery again to tell them this and after much deliberation the receptionist then agreed that it was possible but there were no longer any appointments left (3 hours after my first call). She was extremely rude and unhelpful, and ended the call saying she "wasn't bothered". In general however, I have found the staff helpful and I cannot fault the nurse or GP Service other than the fact that I have never experienced such long waiting times (never waited less than 40 mins to see a GP)."</p>		

Record No: 7048	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"It is my first time with this GP practice surgery and I did not have problem to register with them. It took me only one week from registration to get my first appointment."</p>		

Record No: 7046	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Receptionists gave different instructions on how to join the practice what delayed the process of joining."</p>		

Record No: 6820	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Registering was easy. I visited the practice nurse, who was very pleasant. This is my first visit to see a GP when booking the appointment, phone manner was good, but some idea of timescale (I.e. when I'd be called back) would have been useful."</p>		

Record No: 6812	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"When I first registered with the surgery my application form was lost. I came in after being told that I could see a nurse the same day upon registration. (This was over the phone) in practice I was told nobody could see me as registration was incomplete, I had taken a day off work so this was very inconvenient; I have found one receptionist quite rude; dismissive. The doctor and other staff however are brilliant. When calling to get results over the phone, a call back request had to be made, when the Dr. called back they didn't know what my test results were and I had to suggest a prescription. They advised that they would write one out so I could collect it. This was without examining me or seeing me. I booked an appointment; all was clarified."</p>		

Record No: 6953	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Tried to make an appointment and was informed that I had been removed from the list (?) - (mid April), apparently a letter had been sent to my home address, reference, results from previous appointment! After re-registering, finally made an appointment (mid May). Was quite disappointed with the service and was made to feel like I had to read to be re-instated on the list. Anyway, currently waiting to see the doctor, already been waiting 35 mins. Hopefully I'll get back home in time for lunch.</p>		

Record No: 6998	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Musculoskeletal Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Registration, N/A (Positive)		
Content:		
<p>I began having chronic back pain all of a sudden and needed treatment / diagnosis. I had not registered with Woodlands at this stage (although I live in the development). The centre allowed me to register within a couple of hours, I was assessed by the nurse and doctor same day. The doctor identified the cause (excess acid hurting oesophegus), prescribed tablets and I was back to normal the next day, great service - speedy, helpful and friendly.</p> <p>I contracted cellulitis in my foot and needed treatment. I attended A&E at approx. 21:00-22:00 and it was very busy. However, after a 45 min./1 hour wait, I was attended to by a doctor who prescribed the necessary treatment. The staff were helpful and friendly but obviously under stress. I can't criticise the staff, but would like to see them provided with better facilities / work environment / more staff etc.</p>		

Record No: 6977	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Children's 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>We have 2 children under 4 years. The service from the doctors is good. 2 areas for improvement are:</p> <ol style="list-style-type: none"> 1. Booking appointments: This is difficult (or has been in the past) with the 'call at 3pm system' and something of a lottery. Perhaps the ability to book on-line will help. 2. Continuity of care - it is difficult to see the same doctor consistently due to the need to 'take any appointment available'. <p>When our children were very young babies, baby clinics were poorly manager with no structure / order applied to who is seen and when - another lottery! We once had a very problematic clinic where a temporary nurse was unaware of what vaccination to give and how to give it. Very stressful for my partner.</p>		

Record No: 7062	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Always efficient, when seen, but usually wait as appointments are delayed."</p>		

Record No: 6885	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Been with Woodlands Health Centre since it started. The nurse is exceptionally helpful and friendly. Staff at reception are efficient though could be more courteous at times. Waiting times are definitely longer!! The longest I waited for was an hour and half. However, doctors are mostly very thorough. Appointments are getting longer also."</p>		

Record No: 7033	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Booking G.P. appointment - everyone had to call up at the same time so phons are always engaged. Always find it difficult to get a good time with work/cshool. Always seem to run quite late (up to an hour)."</p>		

Record No: 7031	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Doctors are good, offer knowlegeable advice, listens to patients complains cearfully. Waiting times used to be long (in fact very long) but they seem to have improved, a lot better. Love the Saturday,s Surgery. Great idea."</p>		

Record No: 7071	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Dr Yisa is a good doctor. He does sometimes run late with appointments but he is worth waiting for."</p>		

Record No: 6841	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"From my opinion is that if they could improve to have more staff so they will be able to help easily the people. In Woodland Health Centre you have to wait for a long time if you feel fine or no to-day. I have an appointment that I get , it is really hardly so, there are a lot of patients and they sit there and there is so much slow service - which is not good, thanks."</p>		

Record No: 6880	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 just here to-day to see the practice nurse. I see a doctor from time to time and my experience has always been positive. It does take a long time to see a doctor (I.e. long waiting time in the surgery) and, while that is inconvenient, it is because they take time with each individual patient. One thing I don't like, however, is that they keep losing some of my paperwork."</p>		

Record No: 7053	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 have been with this GP practice almost 10 years. I do not have any problems to get an appointment. Usually I do not have to wait long for an appointment,"</p>		

Record No: 7230	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 recently contacted the surgery to arrange an emergency appointment for my partner who was back on R+R from Afghanistan. He's not registered here but his base is in the North of the country. The receptionist refused to book an appointment and repeatedly told me he couldn't see a GP if not registered. I contacted the NHS and was advised that this was incorrect. I contacted the surgery again to tell them this and after much deliberation the receptionist then agreed that it was possible but there were no longer any appointments left (3 hours after my first call). She was extremely rude and unhelpful, and ended the call saying she "wasn't bothered". In general however, I have found the staff helpful and I cannot fault the nurse or GP Service other than the fact that I have never experienced such long waiting times (never waited less than 40 mins to see a GP)."</p>		

Record No: 7050	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 think that this service and care for the patients is alright. But one problem is that once I was waiting for 45 minutes for my turn."</p>		

Record No: 7226	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 would like the time they give you to see the doctor when you come you go in at that time sometimes I'm stuck 1 hour later and sometimes you have another appointment, somewhere else you have to cancel, so I would like an upgrade to that."</p>		

Record No: 6873	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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'm quite pleased with the services at this surgery. Reception is very friendly and helpful. Unfortunately waiting time is quite long (45 mins. Approximately). I've been very happy with the doctors here and the treatments they've offered."</p>		

Record No: 6830	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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: "I'm very happy with Woodlands Health Centre, never waiting too long always treated with respect. Staff are always friendly and smiled, very helpful."		

Record No: 7224	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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: "It is very difficult to get appointments. When I do get one I wait in the waiting room at least 1 hour to 1.5 hours to be seen. Once I made the first appointment of the day and the doctor didn't get in until 1 hour later. Pretty poor service."		

Record No: 6870	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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: "It's easy to make an appointment and the staff are lovely but the one problem is that I have to wait hours for my appointment and I don't like waiting unlike my old GP I wouldn't have to wait no longer than 10 mins. Here I waited over an hour etc."		

Record No: 6827	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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've come in to see the practice nurse I will have a long wait, as always due to the first come first serve process? Time slots should be arranged, so that I don't have to hang around for upto an hour or so!"		

Record No: 6826	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 only concern is that not being seen ontime, I have experienced long delays and waiting times each time when I have attended."		

Record No: 6864	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Reception staff could be a bit more friendly and accommodating. Need to be able to make an appointment to see doctor quicker. Don't understand why doctors can't be a bit more specific and back up timings - always a very long time to wait and no apologies after."</p>		

Record No: 7210	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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>"Sometimes difficult to get an appointment, and have to wait too long, to be seen. Otherwise happy."</p>		

Record No: 6861	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Sometimes it's hard top get appointments. Have to wait too long for your appointments. The doctors are very good."</p>		

Record No: 7043	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Sonographer knowledgable + friendly. Efficient service. Waiting time was OK + sonographer was very professional (Jan 2011).</p> <p>Waited to see GP for over than hour (Oct 2010). In the end had to cancel and rebook so as not to miss hospital appointment. Some doctors seem to be persistently late - even for the first appointment in the morning because they do not turn up on time. Not acceptable behaviour + unprofessional."</p>		

Record No: 6859	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Staff (Dr's and nurses) helpful and approachable. Receptionists have improved in last year. Waiting times always acceptable. Minimum wait is 30mins. Especially with small children this is hard. Clinics not flexible, antenatal only in a.m. would be much better if they could offer p.m. appointments as it can be hard to get time off if can't offer work a range of times."</p>		

Record No: 7023	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"The service is good but every time I come even I have an appointment I have to wait. The only thing that I am not happy about is waiting time."</p>		

Record No: 7206	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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>"The service is very good in this surgery. The doctor does very well they know their jobs. It is just that the waiting time is sometimes long."</p>		

Record No: 6857	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"The service is very good. Appointments are on time. The staff are very considerate and also the doctors."</p>		

Record No: 6854	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"The surgery is good and the doctors are fantastic. The problem at times is the waiting time, it is so bad at times that you will be waiting for 45 mins. Running behind schedule."</p>		

Record No: 7039	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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: "They should go by their appointment time."		

Record No: 6814	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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: "Waiting times - generally too long even with appointment. GP service - good when Dr Uduku seen. GP call back service - usually late in evening. Antenatal - good, though waiting to be seen can take a long time."		

Record No: 6850	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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: "What I would like to say is that since the first day I started attending this health centre, there have been no problems at all - very co-operative staff and service is very good only problem of having to wait before your turn but it is normal."		

Record No: 7201	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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: "When have on time and date with your GP, and when you come at the right time, you don't get attended to at that time given to you; you sit for at least 2 to 3 hours more, which is not really good. At least something needs to be done about it."		

Record No: 7016	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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: "Woodland Health Centre has been mu surgery for 8 years. I have received support both from doctors and the nurses. They have a brilliant way of looking into the patients needs with a positive vien of making a good outcome. Drs. Natukiw & Yisa are the best and brilliant drs. I am very happy to associate with them here I cannot pick a fault except that there is long hours of waiting."		

Record No: 6846	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Woodlands Health Centre provide a very good service - it's generally easy to make appointments with the appointment system easy and simple to use. The staff here are very helpful as are the majority of the GP's. My only quibble would be the waiting time to be seen. Although it's ok most of the time."</p>		

Record No: 7013	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Appointment scheduled over the phone. Reception staff are friendly and helpful. Appointments are not always exactly on time. Doctors are helpful and reassuring. Good general experience had at Woodlands Practice.</p>		

Record No: 7012	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 (NegativePositive)		
Content:		
<p>Arrived for appointments, no record of me waiting to be seen, phoned 3 times yesterday, given 9.20 on phone.</p>		

Record No: 6973	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>At the doctors waited for 2 hours waiting to see Dr. / Nurse which I find it a long time that when I come early for nurse. One time I came early and seen people go before me I went to receptionist to find out what was happening she said they were before me, I was very upset and left, they forgot to put me on the list.</p>		

Record No: 7004	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 a good service, the staff are helpful. I just feel that sometimes they can be slow.</p>		

Record No: 6967	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
Good example GP delayed by an hour waiting times are always bad especially this morning.		

Record No: 7003	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
Happy with the receptionist service and appointment booking. But unfortunately the GP's never keep to time. Also more information need to be available without having to ring the hospital I.e. calls back from GP.		

Record No: 7000	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
Have had a great experience with the surgery, doctors, nurses and midwife has been helpful to me. My only bad thing I can say is the waiting time when you have an appointment. I've always had to wait half an hour to an hour after my time.		

Record No: 6991	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
I've always been very happy with the information, treatment and care I've received from all the GP's and nurses + midwives. My main problem is about booking an appointment - I find it difficult to make an appointment that is convenient and timely / immediate. Liase find that appointments often run very late / overtime - last week it was an hour long wait!		

Record No: 6989	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
Patient 7 years + appointment availability hit and miss, always no updates /water; long wait times - sometimes over 1 hour; referrals good; reception service inconsistent.		

Record No: 6981	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>This is my 4th trip to the Woodland Centre in the last 2 months. I find the staff, nurses and the Dr. very friendly. The waiting times are sometimes long, I do not get seen until 30 minutes after my scheduled appointment time.</p>		

Record No: 6979	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Tried to make an appointment and was informed that I had been removed from the list (?) - (mid April), apparently a letter had been sent to my home address, reference, results from previous appointment! After re-registering, finally made an appointment (mid May). Was quite disappointed with the service and was made to feel like I had to read to be re-instated on the list. Anyway, currently waiting to see the doctor, already been waiting 35 mins. Hopefully I'll get back home in time for lunch.</p>		

Record No: 7244	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"Currently being seen by midwife for ante-natal care previous trips to Dr's + current visits after late running even first thing in the morning! Never provided information from reception staff to advise of late running clinic."</p>		

Record No: 7241	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"Every time we have to wait for an hour at least before I can see a doctor even if I have an appointment at specific time. Sometimes to get appointment we have to wait. Doctors are always nice and listen to the problems. I am currently expecting my second child, it would be nice that the midwives would give more information about hospital and things I need to know."</p>		

Record No: 7237	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
"I am satisfied with services in general. The baby clinic and waiting times are not good (overcrowding). Sometimes reception could communicate better with doctors and vice versa."		

Record No: 7214	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
"Nurse is lovely in Woodlands surgery! Long to wait before to see the doctors. Would be nice to have water to drink in the surgery, I am expecting a baby and find myself thirsty often!"		

Record No: 6852	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
"Waiting times - generally too long even with appointment. GP service - good when Dr Uduku seen. GP call back service - usually late in evening. Antenatal - good, though waiting to be seen can take a long time."		

Record No: 6955	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content:		
There are always delays with appointments. Also, I feel the surgery should offer to take blood. I am 26 weeks pregnant and I always have to go elsewhere if they need a sample of my blood.		

Record No: 7052	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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:		
"I have noticed change good and bad. The good - the use of technology to help with the service. The bad - still awaiting long , queuing times."		

Record No: 6866	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Nice, clean, modern surgery. Good doctors and staff. The appointment process is a joke. Appointments are almost never available within the next few days. I don't know how you are expected to foresee that you are going to be ill."</p>		

Record No: 6993	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>I have been with Woodlands Practice team for more than 14 years, on the whole the service is good and staff friendly, there are times it is difficult to get appointment time which suits my lifestyle. And at times I have to wait to be called fro an appointment. Which means waiting to schedule my time.</p>		

Record No: 6952	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 (NegativePositive)		
Content:		
<p>We have 2 children under 4 years. The service from the doctors is good. 2 areas for improvement are: 1. Booking appointments: This is difficult (or has been in the past) with the 'call at 3pm system' and something of a lottery. Perhaps the ability to book on-line will help. 2. Continuity of care - it is difficult to see the same doctor consistently due to the need to 'take any appointment available'. When our children were very young babies, baby clinics were poorly manager with no structure / order applied to who is seen and when - another lottery! We once had a very problematic clinic where a temporary nurse was unaware of what vaccination to give and how to give it. Very stressful for my partner.</p>		

Record No: 7063	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Always efficient, when seen, but usually wait as appointments are delayed."</p>		

Record No: 7035	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Been a patient for 3 years, all round good service."		

Record No: 6884	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Been with Woodlands Health Centre since it started. The nurse is exceptionally helpful and friendly. Staff at reception are efficient though could be more courteous at times. Waiting times are definitely longer!! The longest I waited for was an hour and half. However, doctors are mostly very thorough. Appointments are getting longer also."		

Record No: 6843	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Doctors and nurses are wonderful. The only thing I see is that it's very difficult to get an appointment. If I come to get an appointment they always tell me I have to phone, why if I am already here? When I call they never have anything available any day. Unbelievable!! By the way, receptionists are quite rude in person and over the phone."		

Record No: 7061	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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:		
"Dr Yisa is a good doctor. He does sometimes run late with appointments but he is worth waiting for."		

Record No: 7029	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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:		
"Ever since I have been registered here, I find everything excellent, of course everything cannot be 100% good but in general the service is good, GP's are understandable and receptionists are very polite."		

Record No: 7240	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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: "Good Practice - can recommend! Only issue - but this is NHS related is for gynocological issues, women have to see nurses rather than a gynecologist. Sometimes not particularly re-assuring."		

Record No: 6839	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 good to say that my local health centre is good."		

Record No: 6838	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 just here to-day to see the practice nurse. I see a doctor from time to time and my experience has always been positive. It does take a long time to see a doctor (I.e. long waiting time in the surgery) and, while that is inconvenient, it is because they take time with each individual patient. One thing I don't like, however, is that they keep losing some of my paperwork."		

Record No: 7060	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 the service."		

Record No: 6877	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 consider the service at Woodlands as reasonable - although of late there have been lots of issues with lost test results - I often feel I am being fobbed off by reception staff. Most of the doctors are pleasant and thorough."		

Record No: 7235	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 years. I have always found the service very good, the receptionists always greet me with a smile and are polite."		

Record No: 7055	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 to this GP long time, and I am very happy, I do not have any problem in obtaining appointments, so every thing seems to be fine. I do not have problems to get an appointments with any other doctor."		

Record No: 7051	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 noticed change good and bad. The good - the use of technology to help with the service. The bad - still awaiting long , queing times."		

Record No: 6833	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 used Woodlands Health Centre for the past 4 years and have found the service to be of good quality for the most part. It is sometimes difficult to get appointments early in the day but I understand the service is now open earlier and later on some days. All in all, I have no complaints! Except for lack of parking!"		

Record No: 7049	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 service and care for the patients is alright. But one problem is that once I was waiting for 45 minutes for my turn."		

Record No: 7227	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 the surgery rarely, usually for walk in appointments to see the nurse but find it satisfactory when I do."		

Record No: 7222	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 really hard to get an appointment. But the doctors are good."		

Record No: 7221	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 been visiting Woodlands Health Centre for the last 4 months and have found the services very satisfactory the GP's are highly competent and staff are very helpful."		

Record No: 7216	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 with Woodlands Centre is nothing but amazing. I have underactive thyroid, so I need tests every 3 months and see doctor after. They have always been exceptionally helpful and supportive. The biggest star of the place is a Nurse though. It is very easy to meet her without an appointment and she is the loveliest and warmest person I ever met in a similar institution. Once I had very unpleasant experience with one of the receptionists but the case was dealt with straight away and the person was let go! A+ service! Thank you very much Woodlands Medical Centre."		

Record No: 6865	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Overall the service from the receptionists are ok but occasionally it feels that they are unhelpful! The doctors and nurses are brilliant. The doctors listen to what you are saying, explain in detail the treatment you are to receive before prescribing medication."		

Record No: 6822	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Pleased with the service at the moment."		

Record No: 7212	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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:		
"Pretty good when you get an appointment to be seen."		

Record No: 6862	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Registering was easy. I visited the practice nurse, who was very pleasant. This is my first visit to see a GP when booking the appointment, phone manner was good, but some idea of timescale (i.e. when I'd be called back) would have been useful."		

Record No: 7211	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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:		
"Sometimes difficult to get an appointment, and have to wait too long, to be seen. Otherwise happy."		

Record No: 6860	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Sometimes it's hard top get appointments. Have to wait too long for your appointments. The doctors are very good."		

Record No: 7045	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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>"Sonographer knowledgable + friendly. Efficient service. Waiting time was OK + sonographer was very professional (Jan 2011).</p> <p>Waited to see GP for over than hour (Oct 2010). In the end had to cancel and rebook so as not to miss hospital appointment. Some doctors seem to be persistently late - even for the first appointment in the morning because they do not turn up on time. Not acceptable behaviour + unprofessional."</p>		

Record No: 7041	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 service at my GP is exceptionally good no complaint. The doctors are great and informations are readily available if there are any doubts reassurance is given."</p>		

Record No: 7024	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 service is good but every time I come even I have an appointment I have to wait. The only thing that I am not happy about is waiting time."</p>		

Record No: 7022	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 service is very good at Woodlands Surgery."</p>		

Record No: 7207	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 service is very good in this surgery. The doctor does very well they know their jobs. It is just that the waiting time is sometimes long."</p>		

Record No: 6817	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 service is very good. Appointments are on time. The staff are very considerate and also the doctors."		

Record No: 6816	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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 surgery is alright, but I think there is room for improvement."		

Record No: 6855	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"The surgery is alright, but I think there is room for improvement."		

Record No: 7205	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
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 lady patient is very pleased with her Doctor's services. She has been at this Surgery for many years - since 2000. Despite the fact that she lives far from the surgery, she does not wish to change her GP or surgery - name of the Doctor - Dr. Uduku."		

Record No: 6853	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
"Waiting times - generally too long even with appointment. GP service - good when Dr Uduku seen. GP call back service - usually late in evening. Antenatal - good, though waiting to be seen can take a long time."		

Record No: 7021	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
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 are very happy with the care that we receive at Woodlands. We have been coming here since 2005 and wouldn't consider going anywhere else. I have been always been able to get emergency appointments for the children which is amasing, and I think the appointment booking system works really well. The reception staff are very helpful and the practice nurse is a real asset - she is incredibly caring and helpful."</p>		

Record No: 6848	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"When I first registered with the surgery my application form was lost. I came in after being told that I could see a nurse the same day upon registration. (This was over the phone) in practice I was told nobody could see me as registration was incomplete, I had taken a day off work so this was very inconvenient; I have found one receptionist quite rude; dismissive. The doctor and other staff however are brilliant. When calling to get results over the phone, a call back request had to be made, when the Dr. called back they didn't know what my test results were and I had to suggest a prescription. They advised that they would write one out so I could collect it. This was without examining me or seeing me. I booked an appointment; all was clarified."</p>		

Record No: 7017	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>"Woodland Health Centre has been mu surgery for 8 years. I have received support both from doctors and the nurses. They have a brilliant way of looking into the patients needs with a positive vien of making a good outcome. Drs. Natukiw & Yisa are the best and brilliant drs. I am very happy to associate with them here I cannot pick a fault except that there is long hours of waiting."</p>		

Record No: 7038	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Diabetes Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Woodlands Health Centre is good and offers its services well, but my problem with the health centre is that before patients are being attended to, they will wait for a long time before seeing a doctor or a nurse and sometimes, like me for instance, I have a sharp pain that has been playing me for some time now, but still there has not been any solution to the problem till noe. It is annoying. The issue of contraceptive should be attended to. So women can be given their choice of contraceptive without stressing themselves."</p>		

Record No: 6845	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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>"Woodlands Health Centre provide a very good service - it's generally easy to make appointments with the appointment system easy and simple to use. The staff here are very helpful as are the majority of the GP's. My only quibble would be the waiting time to be seen. Although it's ok most of the time."</p>		

Record No: 7015	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Appointment scheduled over the phone. Reception staff are friendly and helpful. Appointments are not always exactly on time. Doctors are helpful and reassuring. Good general experience had at Woodlands Practice.</p>		

Record No: 6972	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Been with the medical centre since it opened. Have a few health problems from birth.</p>		

Record No: 7009	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Easy to get to. Friendly staff. Respectful doctors. Always happy with results.</p>		

Record No: 6970	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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>Feel a bit rushed when seeing midwife. In & Out very quickly. Not given much chance to ask questions.</p>		

Record No: 6968	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
Generally a good service, the staff are helpful. I just feel that sometimes they can be slow.		

Record No: 6965	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
Have had a great experience with the surgery, doctors, nurses and midwife has been helpful to me. My only bad thing I can say is the waiting time when you have an appointment. I've always had to wait half an hour to an hour after my time.		

Record No: 6963	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 going to the surgery for 14 years now and find their service good.		

Record No: 6962	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 with Woodlands Practice team for more than 14 years, on the whole the service is good and staff friendly, there are times it is difficult to get appointment time which suits my lifestyle. And at times I have to wait to be called fro an appointment. Which means waiting to schedule my time.		

Record No: 6959	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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:		
She is pleased with the service she receives from the surgery.		

Record No: 6986	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 difficulty associated with attending here is the parking which is connected to a larger borough system. The staff here are always very accomodating, the nurses and GP's are caring, knowledgeable and really care about my health. I have been with my GP for nearly 20 years and will move wherever she goes. I have always had positive, professional and caring interactions with her.</p>		

Record No: 6983	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 organisation is very poor. I have phoned surgery reception twice, been told I would be called back, and haven't been. Usual wait, even with baby and toddler, is 45 mins - 1 hour. Receptionists unhelpful and rude. The records for my daughter were messed up (wrong date of birth by 40 years!) and so she missed an injection. However, one doctor has been superb and all nurses I've seen are fantastic.</p>		

Record No: 6956	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 service is good here.</p>		

Record No: 6954	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
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 is my 4th trip to the Woodland Centre in the last 2 months. I find the staff, nurses and the Dr. very friendly. The waiting times are sometimes long, I do not get seen until 30 minutes after my scheduled appointment time.</p>		

Record No: 7057	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Learning Disability)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A ()		
Content:		
<p>"I can see that the social care in the borough is poor regarding to disability. I have a son who has a learning difficulty. He is very very hyper tensive and become very severe when his sister upset him. Yet the social care has not been completely helpful. He and his sister live in this same room. Beside this sharing has delayed most of his development. Social care and social services need to be upgreated and look into.</p>		

Record No: 6842	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>"Dr. Yisa is a fantastic doctor. She is very contented with the services she receives here. Also, her practice nurse, Nikki is a fantastic nurse, very supportive. The receptionists are also very helpful especially very considerate with mothers with babies. She will not change this surgery with any other."</p>		

Record No: 6851	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
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:		
<p>"Waiting times - generally too long even with appointment. GP service - good when Dr Uduku seen. GP call back service - usually late in evening. Antenatal - good, though waiting to be seen can take a long time."</p>		

Record No: 7006	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>First pregnancy. Staff are kind and helpful. When visiting midwife I feel a little rushed like they/she needs to get things done fast! Which makes me not want to ask any questions about my pregnancy.</p>		

End of Report