

Commentaries

Amersham Vale Training Practice, 14.06.11 – 05.07.11

Sorted by Issue Content

Record No: 7994	Date: 21/06/2011	Source: Outreach, Amersham Vale Training Practice
Field (Work Area): Health (Older People's Health)		
Provider (Service): LHNT (A&E)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "My Nan went into Lewisham Hospital for pneumonia in March. A&E seemed ok and helpful. But when she was put on Chestnut Ward things went down hill. The day staff were fine, but the night shift were appalling. Not so much to my Nan as my Mum was there to look after her, but, two other very ill, elderly patients - their needs were not being met and they were left to suffer. (UHL Lewisham Hospital)."		

Record No: 7990	Date: 21/06/2011	Source: Outreach, Amersham Vale Training Practice
Field (Work Area): Health (Eye Health)		
Provider (Service): LHNT (Outpatients, Other Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: "Received appointment with enough notice, but waiting time @ hospital 2 hours after my appointment time. (UHL Hospital Ophthalmology)."		

Record No: 7984	Date: 21/06/2011	Source: Outreach, Amersham Vale Training Practice
Field (Work Area): Health (Musculoskeletal Health)		
Provider (Service): LHNT (Outpatients, Orthopaedic Clinic)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Very helpful doctors and nurses in the treatment and dressing room orthopedics really appreciate their care. (Lewisham Hospital)."		

End of Report