

## **Commentaries**

**Bellingham, Green Surgery, 10.01.11 – 08.02.11**

## Sorted by Issue Identified

<b>Record No:</b> 4741	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Social Care)		
<b>Provider (Service):</b> LBL (General Service)		
<b>Issue Identified:</b> Accessibility, Equipment, N/A (Positive)		
<b>Content:</b>  "Occupational Health - (Social Services) arranged for me to have a shower put in, that was fantastic, big help - no complaints across the board past (2-3 years) (Bellingham)."		

<b>Record No:</b> 4665	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Accessibility, Transport/Parking, N/A (Negative)		
<b>Content:</b>  "Disabled parking bays. If the car is left for over 4 hours it may be clamped. I drove my car home to Steve Biko Lane SE6 3QH and caught 2 buses to get to the hospital - I was in there for 4.5 hours. (UHL, Oct - Nov 2009)"		

<b>Record No:</b> 4896	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Children's Health)		
<b>Provider (Service):</b> UHL (A&E)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>  "When I went to A&E unit in Lewisham Hospital during the during the Christmas period and my GP was closed. I went there and they told me that I should not come here. It seems that only people with wounds can come there. They made me feel embarrassed and not feel right. Where should I go when my little son does not feel well and everything else is closed." (Lewisham Hospital A&E)		

<b>Record No:</b> 4860	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I found the staff very helpful but rushed off their feet. The hospital was very dirty, I was there for four days and did not see a cleaner."		

<b>Record No:</b> 4887	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>  "I had my daughter there, generally it was ok, but some of the midwives were "horrible" (problems beds and needs). The walk in baby centre on a Mon at B.G. was very good. (Maternity Mar 2010 UHL)"		

<b>Record No:</b> 4766	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Outpatients, Ante-Natal Clinic)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"When pregnant, I found the services that I received very good the time keeping of scans and appointments were very good, as I had high blood pressure I would have to go to the DAU, where the staff there were very good they would explain everything that was happening. I was very pleased with everything." (Lewisham Hospital)</p>		

<b>Record No:</b> 4904	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Musculoskeletal Health)		
<b>Provider (Service):</b> Guys/St Thomas (General Hospital)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Its good , generally its really good. I'm very pleased. I have a disabled son. I go with him to St.Thomas (Spinal bifida clinic), they are very kind there too."</p>		

<b>Record No:</b> 4778	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Older People's Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
<p>"Mum in hospital. Good day care staff, poor night staff. Ignoring my mums call for help.They are all chatting etc. happens every time my mum goes there. No management intervention. "(Lewisham Hospital)</p>		

<b>Record No:</b> 4653	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Reproductive Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
<p>"I was admitted to hospital very unwell and was appalled at the service received at night. There was two staff to 26 patients on several nights. Night agency staff and staff Nurse were very disrespectful and stressed" (19th - 24th Dec 2010 - Lewisham Hospital Gynaecology ward)."</p>		

<b>Record No:</b> 4842	<b>Date:</b> 01/02/2011	<b>Source:</b> (Source Not Known), Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Communication/Information, Accessibility, Language (Negative)		
<b>Content:</b>		
<p>"When I was in the hospital and often I needed some help with filling up the papers. In the hospital they said that they refer me someone but I was waiting no one came to see me."</p>		

<b>Record No:</b> 4777	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health ((Field Not Known))		
<b>Provider (Service):</b> ("Provider Not Known") ((Service Type Not Known))		
<b>Issue Identified:</b> Communication/Information, User Information, Condition Information ()		
<b>Content:</b>		
<p>"My daughter was admitted to Lewisham hospital. She suffered miscarriage. First of all they said to her that was a boy, and after that it was a girl as nobody was convinced. They had to find out through DNA while dead baby was here. They apologised but blamed everything on the agency staff which they left in charge. Since then we are scarred about this hospital. Very bad." (Lewisham Hospital)</p>		

<b>Record No:</b> 4872	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Mobility)		
<b>Provider (Service):</b> LBL (General Service)		
<b>Issue Identified:</b> Communication/Information, User Information, Signposting (Negative)		
<b>Content:</b>		
<p>"10 yrs adult services they're good"</p> <p>"In general a lot of people are afraid to ask for help, or seek access to services also they don't know where to start or where to work esp the older generation for myself (wheelchair user disabled it's a case to find out what you can go for and and go to get it). Older people tend to stop at the first obstacle, whole younger ask why not why not why can't you."</p> <p>"You got to stand up for yourself., The Linkline (call etc it's available most places, where diasabled and oder people live is good."</p>		

<b>Record No:</b> 4735	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Communication/Information, User Information, Support (Negative)		
<b>Content:</b>		
<p>"They should have a reminder text service for appointment like St. Thomas &amp; Kings . (Lewisham Hospital 18/01/2011) ."</p>		

<b>Record No:</b> 4880	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Cost, Incidental, Transport/Parking (Negative)		
<b>Content:</b>		
<p>"Services here are very good, appointments are okay when you phone up. I attend kings and UHL quite good the price of parking is not good)."</p>		

<b>Record No:</b> 4666	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Guys/St Thomas (General Hospital)		
<b>Issue Identified:</b> Diagnosis, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
"After having an apronectomy I have had ongoing infections. And mt own doctor has just got to the bottom of the problem in 2011. (St. Thomas Hospital)"		

<b>Record No:</b> 4650	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Cancer)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Diagnosis, Omission, N/A (Negative)		
<b>Content:</b>		
"My dad had lung cancer but the blockage was on his food pipe, the hospital didn't put in a proper feeding tube, only a gastric one through his nose, this caused great discomfort and suffering as it often came out or leaked. What a terrible way to be left, it was terrible. Also when he first started coughing all the time I told him it sounded like lung cancer or could be (my mum died of the same thing) all the doctor done was give him more inhalers didn't test him."		

<b>Record No:</b> 4888	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Sanitation, Environmental, Hygiene (Negative)		
<b>Content:</b>		
"I found the staff very helpful but rushed off their feet. The hospital was very dirty, I was there for four days and did not see a cleaner."		

<b>Record No:</b> 4874	<b>Date:</b> 01/02/2011	<b>Source:</b> (Source Not Known), Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Admission/Referral, N/A (Negative)		
<b>Content:</b>		
"When I was in the hospital and often I needed some help with filling up the papers. In the hospital they said that they refer me someone but I was waiting no one came to see me."		

<b>Record No:</b> 4918	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Dentistry)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>		
"I use NHS dentist and I am happy with him. I do not have any problems to get an appointment. I think that the treatment in this GP surgery is good."		

<b>Record No:</b> 4746	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Eye Health)		
<b>Provider (Service):</b> UHL (Outpatients, Other Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b> "Had appointment for eye clinic at 10am but could not see Dr. until 1300 hours. It was so upsetting waiting for so long. So it will be nice to see Dr. on time. (Lewisham Hospital, 12/12/10)"		

<b>Record No:</b> 4875	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b> "Very very poor, when you go here you have to wait 4-5 hours, even when you have an appointment. (Lewisham Hospital)"		

<b>Record No:</b> 4751	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Dentistry)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
<b>Content:</b> "Dentist - child or adult not so easy to get a quick appointment (I.e. toothache or emergency). (Dentist Bromley 18/01/2011 )."		

<b>Record No:</b> 4825	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
<b>Content:</b> "I think the GP in Bellingham green provide good service and the doctors are good as well. The only thing is with the hospital waiting list. You have to wait approximately two weeks at least to be seen by a specialist."		

<b>Record No:</b> 4845	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
<b>Content:</b> "Waiting lists are too long and they do not send you a reminder in order for you to remember. (Lewisham Hospital)"		

<b>Record No:</b> 4743	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Musculoskeletal Health)		
<b>Provider (Service):</b> UHL (Outpatients, Physiotherapy Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
<b>Content:</b>  "I got a back problem it took me 6 weeks to see a physio and then they ask me to wait for 8 weeks to start my session (physio) it is so horrible. I have to take pain killer through 1 month. (Lewisham Hospital 18/01/2011)."		

<b>Record No:</b> 4672	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Cancer)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Treatment, Commission, N/A (Negative)		
<b>Content:</b>  "My dad had lung cancer but the blockage was on his food pipe, the hospital didn't put in a proper feeding tube, only a gastric one through his nose, this caused great discomfort and suffering as it often came out or leaked. What a terrible way to be left, it was terrible. Also when he first started coughing all the time I told him it sounded like lung cancer or could be (my mum died of the same thing) all the doctor done was give him more inhalers didn't test him."		

<b>Record No:</b> 4748	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Children's Health)		
<b>Provider (Service):</b> UHL (Outpatients, Children's Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "Female 20-40 White British - No problems whatsoever - GP. Nothing but praise for the hospital great for my kids. (UHL - Outpatients Children)"		

<b>Record No:</b> 4905	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Dentistry)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I use NHS dentist and I am happy with him. I do not have any problems to get an appointment. I think that the treatment in this GP surgery is good."		

<b>Record No:</b> 4652	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> Kings (Outpatients, Diabetes Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>  "In terms of hospital appts - Kings Diabetes Clinic - the two strikes & you're out regarding missing appts - some greater leeway or understanding would be useful or fairer perhaps".		

<b>Record No:</b> 4919	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Foot Health)		
<b>Provider (Service):</b> Lewisham PCT (Chiroprapist)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I find them very pleasant here and very good, all these doctors here,they are all good. The chiroprapist is very good."		

<b>Record No:</b> 4664	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"From my experiences, I'm very happy with the services I've had to use" (past 20 yrs)		

<b>Record No:</b> 4921	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I am happy with this surgery and Lewisham hospital. I always get appointments with this GP, another is that I would like to see Saturday appointments as I work during the week."		

<b>Record No:</b> 4865	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I am very happy with all the health services in Lewisham. I have never had any problems and I think Lewisham has the best service in south east London."		

<b>Record No:</b> 4789	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I go to the hospital every 6 months.I always find this service satisfactory. Everything seems to be OK." (Lewisham Hospital)		

<b>Record No:</b> 4775	<b>Date:</b> 25/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (General Social Care)		
<b>Provider (Service):</b> LBL (Domiciliary Care)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
<p>"My mum being a wheelchair user at home she has special need. One of her aids in the bathroom needed some servicing replacing rubber pads , I spoke with Lewisham Social Service and they sent out a completely new unit , when I queried this saying what a waste of money and resources, they said that was what they do and that the old unit and aid would probably just be thrown away. This I was very surprised and angry at this show of waste, especially at the time of budget and inability to obtain other services." (Lewisham Social Service)</p>		

<b>Record No:</b> 4745	<b>Date:</b> 18/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I am a mother for 2 children and recently delivered a baby girl in Lewisham Hospital (26/12/2010). I like the services provided by both Lewisham and my local surgery. I would like to see some improvements CHC (Child Health Clinic) in my local surgery (Bellingham)."</p>		

<b>Record No:</b> 4883	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Community, Midwife)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Pregnancy and birth of son community midwives - never saw same person would have found experience better if had."</p> <p>"Birth at Lewisham Hospital fantastic great."</p> <p>"Post natal ward chronically understaff - care suffered"</p> <p>(Maternity Services Lewisham Hospital, Dec 08 - Sep 09)</p>		

<b>Record No:</b> 4882	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Community, Midwife)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
<p>"Pregnancy and birth of son community midwives - never saw same person would have found experience better if had."</p> <p>"Birth at Lewisham Hospital fantastic great."</p> <p>"Post natal ward chronically understaff - care suffered"</p> <p>(Maternity Services Lewisham Hospital, Dec 08 - Sep 09)</p>		

<b>Record No:</b> 4890	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Mobility)		
<b>Provider (Service):</b> LBL (Link Line)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"10 yrs adult services they're good"</p> <p>"In general a lot of people are afraid to ask for help, or seek access to services also they don't know where to start or where to work esp the older generation for myself (wheelchair user disabled it's a case to find out what you can go for and and go to get it). Older people tend to stop at the first obstacle, whole younger ask why not why not why can't you."</p> <p>"You got to stand up for yourself., The Linkline (call etc it's available most places, where diasabled and oder people live is good."</p>		

<b>Record No:</b> 4904	<b>Date:</b> 08/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Musculoskeletal Health)		
<b>Provider (Service):</b> Guys/St Thomas (General Hospital)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Its good , generally its really good. I'm very pleased. I have a disabled son. I go with him to St.Thomas (Spinal bifida clinic), they are very kind there too."</p>		

<b>Record No:</b> 4867	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Reproductive Health)		
<b>Provider (Service):</b> Kings (Inpatients, Surgical Ward)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Had a sterilisation on this date, it all went smoothly with no problems, very happy with service &amp; support. (Kings College Hospital 28/01/11)"</p>		

<b>Record No:</b> 4663	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (A&E)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>		
<p>"Heavy bleeding during my first month of pregnancy with twins. Left at A&amp;E for 8hrs without any information when the Doctor can see me. They saw me, then booked me to be seen by Gynaecologist the next day. All fine and the twins are 9 now. (2001 - Lewisham Hospital A&amp;E)"</p>		

<b>Record No:</b> 4656	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>		
<p>"I had a Caesarian section, which went pretty well, but on the 2nd day, I had a lot of pain, which was probably an infection in my tummy. Unfortunately the staff at night shift weren't as we suspect them to be, they left me in pain, also they didn't change my plaster for the wound for two days. Thankfully the doctor prescribed ATB on 3rd day, where I felt much better. (UHL - 16/01/2008 - 18/01/2008)"</p>		

<b>Record No:</b> 4651	<b>Date:</b> 11/01/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>		
<p>"Left me alone in the room without any help, wanted to breast feed my baby but did not know how to latch on properly. Was on a drip so could not have a shower or breakfast!! (Labour Ward - 28/12/10)."</p>		

<b>Record No:</b> 4856	<b>Date:</b> 01/02/2011	<b>Source:</b> Outreach, Bellingham Green Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Community, Midwife)		
<b>Issue Identified:</b> Treatment, Preference, N/A (Negative)		
<b>Content:</b>		
<p>"Pregnancy and birth of son community midwives - never saw same person would have found experience better if had."</p> <p>"Birth at Lewisham Hospital fantastic great."</p> <p>"Post natal ward chronically understaff - care suffered"</p> <p>(Maternity Services Lewisham Hospital, Dec 08 - Sep 09)</p>		

**End of Report**