

Commentaries

Boundfield Road Surgery, 03.03.11 – 24.03.11

Sorted by Issue Identified

Record No: 5590	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Accessibility, Equipment, N/A (Negative)		
Content:		
<p>"I am very happy with the surgery, receptionists and doctors are all good. The treatment is very good. It is fairly easy to get an appointment. UHL service is very poor in womens departments, some equipement broken, this have to be improved, staff are relaxed about situation."</p>		

Record No: 6600	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): LBL (Social Worker)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>" Her husband bedbound, has diabetes, not happy with the carer service given, carer suppose to turn up, does not, and does not even ring." "UHL lady went to the hospital very unhappy with the service given, they say they do things, but do not."</p>		

Record No: 5688	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (A&E)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"UHL A&E room, poor staff turnarounds, staff rude due to lack of numbers."</p>		

Record No: 5589	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"I am very happy with the surgery, receptionists and doctors are all good. The treatment is very good. It is fairly easy to get an appointment. UHL service is very poor in womens departments, some equipement broken, this have to be improved, staff are relaxed about situation."</p>		

Record No: 5687	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Older People's Health)		
Provider (Service): UHL (Riverside Treatment Centre)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content:		
"UHL operation on back, terrible bed given, staff arguing. No staff to help people to the toilet."		

Record No: 6034	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Older People's Health)		
Provider (Service): UHL (Riverside Treatment Centre)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Negative)		
Content:		
"UHL operation on back, terrible bed given, staff arguing. No staff to help people to the toilet."		

Record No: 5686	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Older People's Health)		
Provider (Service): UHL (Riverside Treatment Centre)		
Issue Identified: Sanitation, Personal, User Hygiene (Negative)		
Content:		
"UHL operation on back, terrible bed given, staff arguing. No staff to help people to the toilet."		

Record No: 5685	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral, N/A (Negative)		
Content:		
"UHL treatment, had malaria admission process too long, went ok."		

Record No: 5719	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Outpatients, Pain Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
"My husband uses hospital services quite a bit (inc UHL amongst others, pain management operations). Sometimes a bit of a wait."		

Record No: 6030	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content: "The service is alright, treatment is fine, referrals are good. Appts work for me usually when I need to see the doctor. I can get appt say next day. "There was a long wait at UHL, so Dr Pavar referred me to a private hospital, that was helpful."		

Record No: 5593	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Children's Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Everything really good at surgery. UHL Children services very good."		

Record No: 5690	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Children's Health)		
Provider (Service): UHL (Inpatients, Childrens Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "UHL - Childrens ward, doctors and nurses were great but resources seemed limited (with the funding perhaps)."		

Record No: 6597	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): LBL (Social Worker)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content: " Her husband bedbound, has diabetes, not happy with the carer service given, carer suppose to turn up, does not, and dose not even ring." "UHL lady went to the hospital very unhappy with the service given, they say they do things, but do not." .		

Record No: 6072	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Foot Health)		
Provider (Service): Lewisham PCT (Chiropodist)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Downham Way chiropody good."		

Record No: 5577	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "She is a great doctor here (Dr Pavar)... She never stops helping people out, the nurses are very good people too, they do an excellent service! Appointment system is working for me. UHL - great hospital for me, first class service (10 years with the practice)."		

Record No: 6056	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "UHL happy with treatment and services."		

Record No: 6068	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Kings (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Kings College Hospital good, staff good, treatment good."		

Record No: 6563	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Outpatients, Clinic Not Specified)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: UHL happy with the services		

Record No: 6562	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Outpatients, Clinic Not Specified)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: UHL happy with the services		

Record No: 6065	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A ()		
Content:		
"St Thomas Hospital, preferred to Lewisham Hospital. UHL staff good, but services at St Thomas better."		

Record No: 5695	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Treatments good, needs another doctor, staff positive. Appointment needs to be improved. UHL treatment OK."		

Record No: 5723	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
"I'm not happy with all the cutbacks, reforms - where are we (country) going. Forwards or backwards... what are our children going to do, how will they afford university/homes, etc with student debt and little/few good jobs/work."		

Record No: 5579	Date: 03/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Service is good, all staff are very polite and treatment is good. Appointment system quite good. UHL service very good."		

Record No: 6576	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Outpatients, Ante-Natal Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Service and staff very polite, not happy with the treatment as the doctor does not examine properly, thinking of changing surgery"		
" Telephone appointments needs to be improved, problem getting through"		
"UHL very happy with the baby clinic"..		

Record No: 6055	Date: 17/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
"UHL maternity ward not so good. Staff rude, treatment OK."		

Record No: 5718	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
"Service maternity ward at UHL not as good as St. Thomas."		

Record No: 5689	Date: 10/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
"UHL - speaking about maternity - my experience was brilliant (1979) matrons, clean, nice atmosphere. But my daughters experience 4 years ago, she was on the ward, staff just doing their job, not very caring or empathic. Short staffed and under pressure."		

Record No: 6607	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Musculoskeletal Health)		
Provider (Service): UHL (Outpatients, Adults Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
" Be coming over 30 years, service extremely good, happy with everything"		
"UHL had problems with shoulder extremely happy with the service"		

Record No: 6601	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (Stroke)		
Provider (Service): UHL (Inpatients, Surgical Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
" Dr Pavars surgery at Boundfield Road is excellent especially because Dr Pavar is a caring doctor who actually listens and takes my concerns regarding my health seriously."		
" The waiting times could be improved but DR Pavar is well worth the wait."		
"Lewisham Hospital facelift has improved the atmosphere of the hospital, but Chestnut Ward is a liability and could learn a lot from the stroke ward".		

Record No: 6579	Date: 24/03/2011	Source: Outreach, Boundfield Road Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Riverside Treatment Centre)		
Issue Identified: Treatment, Omission, N/A (Negative)		
Content: "I have had different experiences at Lewisham Hospital, this depends on the staff and whether or not they are lazy (particularly at night) or dedicated and supportive. Whoever designed the Riverside building should be forced to stay in it when they are sick. Nurses are outside not able to see the patients - if they fall out of bed they need to rely on visitors or other patients to summon help. I have done this myself on many occasions. Woe betide you if the nurse assigned to you is on a break, to get another nurse to actually fill in is harder than winning the lottery! I have seen a nurse actually sit at a desk and totally ignore the person speaking to them because they are not the patients assigned nurse."		

End of Report