

## **Commentaries**

**Brockley Road Surgery, 23.05.11 – 20.06.11**

## Sorted by Issue Content

<b>Record No:</b> 7593	<b>Date:</b> 23/05/2011	<b>Source:</b> Outreach, Brockley Road Surgery
<b>Field (Work Area):</b> Health (COPD)		
<b>Provider (Service):</b> LHNT (A&E)		
<b>Content:</b>  "Had a severe pain around my chest called ambulance,took me to Lewisham Hospital A&E waited a while to see a doctor which did not readily address my concerns and worries.Was told to take paracetamol and it will go away (pain) no follow up or examination.I was not happy at all" (18 months ago)		

<b>Record No:</b> 7403	<b>Date:</b> 23/05/2011	<b>Source:</b> Outreach, Brockley Road Surgery
<b>Field (Work Area):</b> Health (Dentistry)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Content:</b>  "My dentist is very good and the opticians have been very good.My doctors surgery is not so good.You always have to wait a long time and the staff are not always polite and can never get appointment and you see a different doctor everytime."		

<b>Record No:</b> 7842	<b>Date:</b> 13/06/2011	<b>Source:</b> Outreach, Brockley Road Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> LHNT (A&E)		
<b>Content:</b>  "Wait too long for appointment .Have to wait too long 2-4 weeks to get appointment.It puts a burden on A&E because you tend to put pressure on A&E instead of the GP.Need to work on the waiting period.Everything else is fine .Don't have to wait for long .Govt is not putting in resources to cater for demand.Pracise Nurse booking 2weeks advsnce.Expectations high but resources very low."		

**End of Report**