

Commentaries

Downham Way Surgery, 21.02.11 – 14.03.11

Sorted by Issue Identified

Record No: 5208	Date: 28/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health ((Field Not Known))		
Provider (Service): ("Provider Not Known") ((Service Type Not Known))		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Very good. Easy appointments. Wait a long while for an appointment to see Practice Nurse. Receptionist very helpful. "		

Record No: 5168	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Eye Health)		
Provider (Service): UHL (Outpatients, Other Clinic)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "I have attended Opthamology Dept. for cataracts and again the service is impecable. Always greeted by friendly helpful staff. I also recently was referred to A+E after an inflammation of vein in leg (phlebitis) it was scanned and all ok, but again very helpful staff and service I received you would not receive anywhere else in the world. (Lewisham Hospital)."		

Record No: 5167	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (A&E)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "I have attended Opthamology Dept. for cataracts and again the service is impecable. Always greeted by friendly helpful staff. I also recently was referred to A+E after an inflammation of vein in leg (phlebitis) it was scanned and all ok, but again very helpful staff and service I received you would not receive anywhere else in the world. (Lewisham Hospital)."		

Record No: 5178	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (General Hospital)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Had to have an internal ultrasound - fantastic staff - efficient - put me at ease - best department I have ever been to."		

Record No: 5998	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Outpatients, Radiology Clinic)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Referred by GP for an xray of right hip and knee. Seen by staff at 8.30 am and went straight in to the x-ray room - excellent service, no waiting staff courteous and helpful."		

Record No: 5175	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content:		
"Her daughter had a bad experience whilst child bearing at Lewisham Hospital and had decided never to go there again. Ward was dirty and nurses very unhelpful - in addition blood on the floor."		

Record No: 5152	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Inpatients, General Ward)		
Issue Identified: Comfort, Personal, Privacy/Dignity (Negative)		
Content:		
"Lewisham Hospital - (Mulberry Ward) - Food inedible asked several nurses for drink of water waited over an hour and a half, ended up drinking out of a tap. Discussing other patients so everyone could hear i.e. about bowel movement, but used a different ward. Bells ringing all the time elderly patients crying out all night. Refused to discuss my case, doctor stated my drip could come out, but had to wait 24 hours for nurse to do it. Refused to let me go home, although doctor said I could on New Years Eve."		

Record No: 5149	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Communication/Information, Carer Information, N/A (Negative)		
Content:		
"Lewisham Hospital - Dr's take no notice of patients relatives views, and because of this treatment contributed to patients death."		

Record No: 5145	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Musculoskeletal Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Cost, Treatment/Care, N/A (Negative)		
Content:		
"Lewisham Hospital Rheumatologist Dept. - waited 3 years for operation, but got no treatment at Lewisham Hospital and had to pay for treatments elsewhere. It was a bad experience."		

Record No: 5169	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Cancer)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Diagnosis, Commission, Misdiagnosis (Negative)		
Content:		
<p>"I had a bad experience with Lewisham Hospital. My Dad was badly ill and went to Lewisham Hospital four times in a month, and he was sent back home. The doctor told him it was just a back pain after sent him back home four times, I then took him to KCH where he was diagnosed with cancer, he could have died if it wasn't for KCH. Lewisham Hospital is crap."</p>		

Record No: 5150	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Inpatients, General Ward)		
Issue Identified: Discharge, Planning, N/A (Negative)		
Content:		
<p>"Lewisham Hospital - (Mulberry Ward) - Food inedible asked several nurses for drink of water waited over an hour and a half, ended up drinking out of a tap. Discussing other patients so everyone could hear i.e. about bowel movement, but used a different ward. Bells ringing all the time elderly patients crying out all night. Refused to discuss my case, doctor stated my drip could come out, but had to wait 24 hours for nurse to do it. Refused to let me go home, although doctor said I could on New Years Eve."</p>		

Record No: 5999	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Diabetes)		
Provider (Service): Lewisham PCT (Outpatients, Orthopaedic Clinic)		
Issue Identified: Medication, Commission, N/A (Negative)		
Content:		
<p>"Referral by GP re-Osteoarthritis of right hip and right knee. First appointment scheduled for 10 am actually seen at 11.30 am clinic running an hour and half late - only consultant no registrar or SHO". "Questions - advised that I was no where ready for surgery for hip and knee. Advised that I could have an injection however, he did explain what the injection was or the side effects." "Told to go back in the waiting room for ten minutes called into treatment room by nurse - a medical student was assigned to give the injection in the knee joint - I asked what the injection was, told it was a steroid injection the consultant supervised the medical student - at no stage was I told that steroids effect one's blood sugar levels I am Type 1 diabetic. I was discharged from the clinic. (Orthopedic / Trauma Team, Lewisham University Hospital, Mr. A. Daneshfar's Clinic)."</p>		

Record No: 6448	Date: 14/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (Pharmacy)		
Issue Identified: Medication, Omission, N/A (Negative)		
Content:		
<p>"Very happy with practice; easy to make appointments; nurse is wonderful; staff friendly. Chemist in Downham; take a long time to dispense prescription, put prescription in last Wednesday morning, have to collect prescription this afternoon (Monday)."</p>		

Record No: 5154	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Inpatients, General Ward)		
Issue Identified: Nutrition, Commission, N/A (Negative)		
Content:		
<p>"Lewisham Hospital - (Mulberry Ward) - Food inedible asked several nurses for drink of water waited over an hour and a half, ended up drinking out of a tap. Discussing other patients so everyone could hear I.e. about bowel movement, but used a different ward. Bells ringing all the time elderly patients crying out all night. Refused to discuss my case, doctor stated my drip could come out, but had to wait 24 hours for nurse to do it. Refused to let me go home, although doctor said I could on New Years Eve."</p>		

Record No: 5153	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Inpatients, General Ward)		
Issue Identified: Nutrition, Omission, N/A (Negative)		
Content:		
<p>"Lewisham Hospital - (Mulberry Ward) - Food inedible asked several nurses for drink of water waited over an hour and a half, ended up drinking out of a tap. Discussing other patients so everyone could hear I.e. about bowel movement, but used a different ward. Bells ringing all the time elderly patients crying out all night. Refused to discuss my case, doctor stated my drip could come out, but had to wait 24 hours for nurse to do it. Refused to let me go home, although doctor said I could on New Years Eve."</p>		

Record No: 5176	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Sanitation, Environmental, Hygiene (Negative)		
Content:		
<p>"Her daughter had a bad experience whilst child bearing at Lewisham Hospital and had decided never to go there again. Ward was dirty and nurses very unhelpful - in addition blood on the floor."</p>		

Record No: 5173	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Princess Royal Hospital (General Hospital)		
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral, N/A (Negative)		
Content:		
<p>"I am happy with the health care I've actually received, but not so happy with the hospital waiting lists I've been placed on. They are far too long and only regard cancer patients as an "Urgent Referral", when there are many other conditions that can be classed as urgent. I'm waiting for an endoscopy and have to wait another 2 months. I need this procedure now, so I can find out what is wrong with me and start living life again as a normal young adult. My condition of life is suffering and waiting is making everything worse. It will be about Princess Royal Hospital, Locksbottom (Brecon Beacon)."</p>		

Record No: 5170	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (General Service)		
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral, N/A (Negative)		
Content:		
"I feel that the services are quite reliable, but do not have a good follow up programme regarding referrals. Do not read notes before seeing you. No respect to the workers but appointments in hospital and doctors do not work well."		

Record No: 5210	Date: 28/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health ((Field Not Known))		
Provider (Service): ("Provider Not Known") ((Service Type Not Known))		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Very good. Easy appointments. Wait a long while for an appointment to see Practice Nurse. Receptionist very helpful. "		

Record No: 5209	Date: 28/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health ((Field Not Known))		
Provider (Service): ("Provider Not Known") ((Service Type Not Known))		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
"Very good. Easy appointments. Wait a long while for an appointment to see Practice Nurse. Receptionist very helpful. "		

Record No: 5191	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
"Downham Way Surgery - I am happy with my doctors but although we are given an appointment we are not always seen on time."		
"Lewisham Hospital - There's always a long waiting period to be seen. I was not particularly happy with the doctors examination."		

Record No: 5900	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Outpatients, Radiology Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content:		
"Referred by GP for an xray of right hip and knee. Seen by staff at 8.30 am and went straight in to the x-ray room - excellent service, no waiting staff courteous and helpful."		

Record No: 5901	Date: 07/03/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Musculoskeletal Health)		
Provider (Service): Lewisham PCT (Outpatients, Orthopaedic Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"Referral by GP re-Osteoarthritis of right hip and right knee. First appointment scheduled for 10 am actually seen at 11.30 am clinic running an hour and half late - only consultant no registrar or SHO". "Questions - advised that I was no where ready for surgery for hip and knee. Advised that I could have an injection however, he did explain what the injection was or the side effects." "Told to go back in the waiting room for ten minutes called into treatment room by nurse - a medical student was assigned to give the injection in the knee joint - I asked what the injection was, told it was a steroid injection the consultant supervised the medical student - at no stage was I told that steroids effect one's blood sugar levels I am Type 1 diabetic. I was discharged from the clinic. (Orthapedic / Trauma Team, Lewisham University Hospital, Mr. A. Daneshfar's Clinic)."</p>		

Record No: 5174	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Positive)		
Content:		
<p>"I am being seen at Lewisham Hospital and again appointments are within 2/3 months, then follow on appointments within weeks. All together a great service."</p>		

Record No: 5146	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Musculoskeletal Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
<p>"Lewisham Hospital Rheumatologist Dept. - waited 3 years for operation, but got no treatment at Lewisham Hospital and had to pay for treatments elsewhere. It was a bad experience."</p>		

Record No: 5142	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Dentistry)		
Provider (Service): Lewisham PCT (Dentist)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Service good from dentist - Dr. Hammond was very good in all services they have done for me are very good."</p>		

Record No: 5147	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (Foot Health)		
Provider (Service): UHL (Chiropodist)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Lewisham Hospital positive experience, diabetic ulcer on foot treatment good service."		

Record No: 5190	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
"Downham Way Surgery - I am happy with my doctors but although we are given an appointment we are not always seen on time."		
"Lewisham Hospital - There's always a long waiting period to be seen. I was not particularly happy with the doctors examination."		

Record No: 5160	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I have had a good experience with all my NHS services and have no problems when using these services. Lewisham Hospital. Downham GP."		

Record No: 5194	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Downham Way Surgery - Appointment System - not good. But, doctors services - good."		
"Lewisham Hospital 2009 - Chest Clinic - Very satisfied with treatment."		

Record No: 5148	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Lewisham Hospital all services I have had done on me have been very good on all operations I have had done."		

Record No: 5117	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Very well attended to. (Practice surgery)."		
"Satisfactory. (Lewisham Hospital)."		

Record No: 5116	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"We are very privileged and lucky to have NHS Service in general, and should be truly thankful that we can receive free treatment."		

Record No: 5151	Date: 21/02/2011	Source: Outreach, Downham Way Surgery
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Inpatients, General Ward)		
Issue Identified: Treatment, Omission, N/A (Negative)		
Content:		
"Lewisham Hospital - (Mulberry Ward) - Food inedible asked several nurses for drink of water waited over an hour and a half, ended up drinking out of a tap. Discussing other patients so everyone could hear i.e. about bowel movement, but used a different ward. Bells ringing all the time elderly patients crying out all night. Refused to discuss my case, doctor stated my drip could come out, but had to wait 24 hours for nurse to do it. Refused to let me go home, although doctor said I could on New Years Eve."		

End of Report