

## **Commentaries**

**Muirkirk Road Surgery, 11.07.11 – 01.08.11**

## Sorted by Issue Content

<b>Record No:</b> 8561	<b>Date:</b> 18/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (Eye Health)		
<b>Provider (Service):</b> Lewisham PCT (Optician)		
<b>Content:</b> "Boots the opticians are really good, they always write me when my eye test is due and are really nice and friendly."		

<b>Record No:</b> 8558	<b>Date:</b> 18/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (General Service)		
<b>Content:</b> "Consultant Civil Engineer who has been living in the area since June 2005. Generally I have been satisfied with the health services I have received throughout my residence period in the Borough."		

<b>Record No:</b> 8651	<b>Date:</b> 25/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> LHNT (Outpatients, Ante-Natal Clinic)		
<b>Content:</b> "Day for miscarriage. I am not satisfied with the investigation they made as they not propose any further treatment/medication."		

<b>Record No:</b> 8557	<b>Date:</b> 18/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> LHNT (General Hospital)		
<b>Content:</b> "Everything is good in this surgery. Hospital also very good."		

<b>Record No:</b> 8694	<b>Date:</b> 25/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (Pharmacy)		
<b>Content:</b> "I am collecting regards medicine from Lloyds Pharmacy from Sangley Road Branch. They are ok but in times they are a bit snobbish and not friendly at all when we ask for suggestion. - Thankyou."		

<b>Record No:</b> 8691	<b>Date:</b> 25/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> LHNT (General Hospital)		
<b>Content:</b> "I had an operation. I was very happy with the treatment I received from all concerned."		

<b>Record No:</b> 8551	<b>Date:</b> 18/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (Pharmacy)		
<b>Content:</b>		
"Lloyds chemist is just around the corner and is easy to get to"		

<b>Record No:</b> 8689	<b>Date:</b> 25/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (Pharmacy)		
<b>Content:</b>		
"Lloyds Pharmacy - Sangley Road. At times they never had the medication in stock which meant travelling further and have improved.. But I used to go to Rushey Green in the past and they always have in stock. Lloyds sometimes lose your prescription which means they are disorganised. The older pharmacist was better and I count my medication now as at times in the past it was short. This was comon with other residents."		

<b>Record No:</b> 8550	<b>Date:</b> 18/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (Dentistry)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Content:</b>		
"My dad had a bad tooth infecton and he was in a lot of pain. We call the emergency number for Seldoc but the only closest dentist was at New Cross. (Above Barclays Bank). It was difficult to get there and they did not have disabled access."		

<b>Record No:</b> 8687	<b>Date:</b> 25/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> LHNT (A&E)		
<b>Content:</b>		
"My Mum was very ill, she couldn't even speak. We went to Lewisham Hospitalin emergency place. We were there in the morning at 10 o'clock and we waited 2-3 hours to see the doctor. My Mum was about to go home."		

<b>Record No:</b> 8646	<b>Date:</b> 11/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (Dentistry)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Content:</b>		
"My teeth wear in a very bad state and now they are better. (Belmont Park)"		

<b>Record No:</b> 8548	<b>Date:</b> 18/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> LHNT (A&E)		
<b>Content:</b>		
"My wife discharged post delivery. Three days ago she developed severe headache?migraine possibly due to effect of the epidural analgesia. When I took her back to A&E in Lewisham, the staff were excellent, and very professional. My wife was swiftly taken to labour ward where she was immediately seen by doctors."		

<b>Record No:</b> 8545	<b>Date:</b> 18/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (Dentistry)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Content:</b>		
"Not changing gloves (both) concerned about hygiene. Infection control. Brockley Road)"		

<b>Record No:</b> 8541	<b>Date:</b> 18/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (Eye Health)		
<b>Provider (Service):</b> Lewisham PCT (Optician)		
<b>Content:</b>		
"Regular check up for glasses. Satisfactory customer service. (Specsavers)"		

<b>Record No:</b> 8686	<b>Date:</b> 25/07/2011	<b>Source:</b> Outreach, Muirkirk Road Surgery
<b>Field (Work Area):</b> Health (Eye Health)		
<b>Provider (Service):</b> Lewisham PCT (Optician)		
<b>Content:</b>		
"Service ok. No problems getting an appointment."		

**End of Report**