

## **Commentaries**

**South Lewisham Group Practice, 28.02.11 – 28.03.11**

## Sorted by Issue Identified

<b>Record No:</b> 5440	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (A&E)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I had an accident during my holiday. I went to A&E and they had seen me straight away. They had been pleasantly good."		

<b>Record No:</b> 5445	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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 (Positive)		
<b>Content:</b>  "I gave birth in this hospital. The nurses and the doctors were very nice and professional, so really I have no complaints to make. (Lewisham Hospital)"		

<b>Record No:</b> 5443	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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 (Positive)		
<b>Content:</b>  "I had a high risk pregnancy, so I had quite a few appts at Lew (UHL) maternity. The experience was very good/helpful - good listen. Appts readily available. I only saw a consultant once - some worry with that - happier if I saw a consultant more - peace of mind!"		

<b>Record No:</b> 5439	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Communication/Information, Administration, Omission (Negative)		
<b>Content:</b>  "I had an appointment a couple of months ago, I supposed to get a confirmation letter but never received it. And when I called that they I have never arrived so they cancelled, but I receive that letter on the day. (Lewisham Hospital)"		

<b>Record No:</b> 5396	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Communication/Information, User Information, Condition Information (Negative)		
<b>Content:</b>  "Poor experience at Lewisham obs (maternity). C-section not a lot of info, understanding or support (post-op and pre-discharge)! Esp for first time mums it's a new experience, it might be routine for them, but better info, this would help a lot! (Lewisham Hospital)"		

<b>Record No:</b> 6031	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Discharge, Planning, N/A (Negative)		
<b>Content:</b>		
<p>"The service should be improved in every area, the service in general, I have been in the situation where they sent my daughter home and she passed away. I never will go there, I am scared to go there with my son now, I prefer to be referred to Kings, but there is a long waiting list, so there are always problems. (Lewisham Hospital, 2007)"</p>		

<b>Record No:</b> 5400	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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 (Positive)		
<b>Content:</b>		
<p>"Lewisham Hospital: My daughter has been there recently and got the referral there very quickly and she had been treated there very well."</p>		

<b>Record No:</b> 5441	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (A&E)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
<b>Content:</b>		
<p>"I had an accident during my holiday. I went to A&amp;E and they had seen me straight away. They had been pleasantly good."</p>		

<b>Record No:</b> 5417	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Learning Disability)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
<p>"I work with people with disability who have a short attention span, so when I bring any service users, they're supposed to be seen on the time, as when they wait over 1 hour they can be disruptive to other service users. This same story is in the hospital as all the appointments are running late and nobody is concerned that I can have difficulties to control people with disability, with short attention span. I think that in this case they should make sure that appointments are kept on time. I think that they should be looked after, because they are people with challenging behaviour and they should take this into account."</p>		

<b>Record No:</b> 5446	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Foot Health)		
<b>Provider (Service):</b> Lewisham PCT (Chiroprapist)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Positive)		
<b>Content:</b> "I find things ok, doctors are good, (listen, referrals) - I find it quite good, no problems. Since 2002 (8-9 years). One operation at foot clinic in Catford, all very smooth, quick job done within 3 months! Very happy with that!"		

<b>Record No:</b> 5442	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Positive)		
<b>Content:</b> "I had a high risk pregnancy, so I had quite a few appts at Lew (UHL) maternity. The experience was very good/helpful - good listen. Appts readily available. I only saw a consultant once - some worry with that - happier if I saw a consultant more - peace of mind!"		

<b>Record No:</b> 5403	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Ear, Nose & Throat)		
<b>Provider (Service):</b> UHL (Outpatients, ENT Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Last month, referred to see specialist (ENT, UHL). It was fine, quite, quite satisfied."		

<b>Record No:</b> 5399	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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> "My husband goes to Lewisham Hospital and he gets good care."		

<b>Record No:</b> 5393	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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 (Negative)		
<b>Content:</b> "The service should be improved in every area, the service in general, I have been in the situation where they sent my daughter home and she passed away. I never will go there, I am scared to go there with my son now, I prefer to be referred to Kings, but there is a long waiting list, so there are always problems. (Lewisham Hospital, 2007)"		

<b>Record No:</b> 5398	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
<p>"My husband is in UHL at the moment, I find the nurses seem to do less and less. I think they're following guidelines; less - helping with feeding, patient-handling, washing, I've seen so many other people (especially elderly) left on their own, having to do so much for themselves, without being perfectly able to care / help themselves. I'm quite unhappy with that, makes me feel angry. I don't know what I can do about it really. I don't think it's the nurses fault, but it does make me mad. Issue 5 years now."</p>		

<b>Record No:</b> 5401	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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>		
<p>"Lewisham Hospital: My daughter has been there recently and got the referral there very quickly and she had been treated there very well."</p>		

<b>Record No:</b> 5430	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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>		
<p>"I have had a good experience with the hospital. My father passed away but they looked after him well."</p>		

<b>Record No:</b> 5402	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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>		
<p>"Lewisham Hospital: Good service, I have been treated there well."</p>		

<b>Record No:</b> 5411	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"In my opinion the hospitals here are fine. My babies have been looked well after during the birth and after (Lewisham Hospital)."</p>		

<b>Record No:</b> 5466	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Stroke)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
"About my parents. My mother had a stroke and my father had a problem too and they have not been treated well on the ward. (Lewisham Hospital)."		

<b>Record No:</b> 6025	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>		
"My husband is in UHL at the moment, I find the nurses seem to do less and less. I think they're following guidelines; less - helping with feeding, patient-handling, washing, I've seen so many other people (especially elderly) left on their own, having to do so much for themselves, without being perfectly able to care / help themselves. I'm quite unhappy with that, makes me feel angry. I don't know what I can do about it really. I don't think it's the nurses fault, but it does make me mad. Issue 5 years now."		

<b>Record No:</b> 6014	<b>Date:</b> 28/02/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Treatment, Preference, N/A (Negative)		
<b>Content:</b>		
"I had a high risk pregnancy, so I had quite a few appts at Lew (UHL) maternity. The experience was very good/helpful - good listen. Appts readily available. I only saw a consultant once - some worry with that - happier if I saw a consultant more - peace of mind!"		

<b>Record No:</b> 5762	<b>Date:</b> 07/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> UHL (Outpatients, Diabetes Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
<b>Content:</b>		
"I think the service is well-overcrowded, esp, for us the Diabetic Clinic at UHL. Access to the service is difficult, but the service is OK. Big wait to get appts and poor service from them (cancellations etc)."		

<b>Record No:</b> 5808	<b>Date:</b> 07/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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>		
<p>"I find the practice alright. Sometimes, I have to wait but I don't mind if it's the GP I want to see. That wait can be annoying, esp getting a lift as being accompanied (this happens most visits). Treatment is good (Dr O'Brien, listens and referrals, good check-up)."</p> <p>"UHL hasn't been too bad either, across the board."</p>		

<b>Record No:</b> 5802	<b>Date:</b> 07/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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>		
<p>"I'm just here for a blood test. 15 min wait, it'll be interesting to see how long more."</p> <p>"I attend GP (Torridon Road), it's fine there. They've changed the system for AM &amp; PM appt, making it better, cuts down on waiting time for appt."</p> <p>"Dental services OK too, no problems."</p>		

<b>Record No:</b> 5747	<b>Date:</b> 07/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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>		
<p>"Services are very good here, I know, they chop and change the appointment system, u ring, they say call back. Then no appts?! Last week, waited a week for an appt to see my own GP (which is fair enough). Luckily, I don't go to the hospital (UHL), but my mum does and speaks highly of services there and at the surgery here too!"</p>		

<b>Record No:</b> 5972	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
<p>"Emergency, maternity, x-ray, most of the departments - the attitude of staff are quite bad. I think that they are very dismissive. On couple of occasions I went to an emergency, wait until night and they still did not look at me."</p>		

<b>Record No:</b> 5819	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (General Service)		
<b>Issue Identified:</b> Diagnosis, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "Generally, everthing is ok for us. I like the way information is passed between GP's & hospital - referrals, blood test results etc."		

<b>Record No:</b> 5977	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Social Care)		
<b>Provider (Service):</b> LBL (Domiciliary Care)		
<b>Issue Identified:</b> Discharge, Planning, N/A (Positive)		
<b>Content:</b>  "Mother-in-law at UHL discharged with Social Services feeding 3 times a day, hospital sign posted, so a nurse said you're perhaps on the ball, get help at home with that. We've found them to be very good."		

<b>Record No:</b> 5983	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Admission/Referral, N/A (Positive)		
<b>Content:</b>  "Generally, everthing is ok for us. I like the way information is passed between GP's & hospital - referrals, blood test results etc."		

<b>Record No:</b> 5942	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Outpatients, Radiology Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
<b>Content:</b>  "My husband been recently there for chest x-ray and I cannot complain as the service was provided well, so I do not have any complaint about this place. The waiting time was short. (Lewisham Hospital)"		

<b>Record No:</b> 5973	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> UHL (Outpatients, Diabetes Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "Diabetic Clinic - Receiving good treatment there so I couldn't complain about this."		

<b>Record No:</b> 5943	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Outpatients, Radiology Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"My husband been recently there for chest x-ray and I cannot complain as the service was provided well, so I do not have any complaint about this place. The waiting time was short. (Lewisham Hospital)"		

<b>Record No:</b> 5960	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Musculoskeletal Health)		
<b>Provider (Service):</b> UHL (Outpatients, Orthopaedic Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I had there knee replacement. Everything there was wonderful. I think that there have been a lot of changes recently. Lewisham Hospital has improved a lot in recent times. The services are fine in Lewisham so I am a bit concerned about the upcoming changes within the NHS."		

<b>Record No:</b> 5971	<b>Date:</b> 14/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (A&E)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>		
"Emergency, maternity, x-ray, most of the departments - the attitude of staff are quite bad. I think that they are very dismissive. On couple of occasions I went to an emergency, wait until night and they still did not look at me."		

<b>Record No:</b> 6093	<b>Date:</b> 21/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Surgery)		
<b>Issue Identified:</b> Accessibility, Distance, N/A (Positive)		
<b>Content:</b>		
"I'm very grateful for everything they are doing for me, here GP's and UHL etc. The treatment and the people, knee replacement at UHL... very satisfied. I live nearby, convenient for me you see."		

<b>Record No:</b> 6094	<b>Date:</b> 21/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Surgery)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I'm very grateful for everything they are doing for me, here GP's and UHL etc. The treatment and the people, knee replacement at UHL... very satisfied. I live nearby, convenient for me you see."		

<b>Record No:</b> 6545	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Older People's Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Comfort, Personal, Privacy/Dignity (Negative)		
<b>Content:</b>		
<p>"My father was admitted to hospital, had been moved between wards and they forgot to give him his medicine, but they maintained that they got him. The next day when I got there they supposed to be only 5 people but on the ward they were people with dementia, alzheimers, they were interfering with my father. On Sunday, I decided to make a formal complaint to the manager X is her name. Complained about intruding on privacy and medication. On investigating, they admitted that the medication was missed. When my father was released on Tuesday, his blood was h75 which was low (Lewisham Hospital 17th March 2011)"</p>		

<b>Record No:</b> 6521	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Older People's Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Medication, Omission, N/A (Negative)		
<b>Content:</b>		
<p>"My father was admitted to hospital, had been moved between wards and they forgot to give him his medicine, but they maintained that they got him. The next day when I got there they supposed to be only 5 people but on the ward they were people with dementia, alzheimers, they were interfering with my father. On Sunday, I decided to make a formal complaint to the manager X is her name. Complained about intruding on privacy and medication. On investigating, they admitted that the medication was missed. When my father was released on Tuesday, his blood was h75 which was low (Lewisham Hospital 17th March 2011)"</p>		

<b>Record No:</b> 6524	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
<p>"I'm diabetic, UHL and St Thomas', everytime I get an appointment, I wait quite a long time or they change time or reschedule(x2) I'm not very happy with that. I'd rather they say that this appointment business was going to work like that, its very hard to arrange my time around their system or way of asking (keeping) appointment. Why should it happen nearly everytime. Dr Kanap is very good here."(12 years)</p>		

<b>Record No:</b> 6548	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> Guys/St Thomas (General Hospital)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
<p>"I'm diabetic, UHL and St Thomas', everytime I get an appointment, I wait quite a long time or they change time or reschedule(x2) I'm not very happy with that. I'd rather they say that this appointment business was going to work like that, its very hard to arrange my time around their system or way of asking (keeping) appointment. Why should it happen nearly everytime. Dr Kanap is very good here."(12 years)</p>		

<b>Record No:</b> 6392	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (General Hospital)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I have been here almost a year and I think that so far everything works well. - the appointments and doctors - yes all fine."		

<b>Record No:</b> 6551	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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 use Lewisham hospital, Guy's hospital, Kings college and I have been treated there brilliantly. So far so good. I think that NHS is fantastic and I cannot fault them so there is no need to change it."		

<b>Record No:</b> 6550	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Guys/St Thomas (General Hospital)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I use Lewisham hospital, Guy's hospital, Kings college and I have been treated there brilliantly. So far so good. I think that NHS is fantastic and I cannot fault them so there is no need to change it."		

<b>Record No:</b> 6549	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Kings (General Hospital)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I use Lewisham hospital, Guy's hospital, Kings college and I have been treated there brilliantly. So far so good. I think that NHS is fantastic and I cannot fault them so there is no need to change it."		

<b>Record No:</b> 6622	<b>Date:</b> 28/03/2011	<b>Source:</b> Outreach, South Lewisham Group Practice
<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 (Negative)		
<b>Content:</b>		
"It varies you know, this practice is good, hospital is patchy until you get to see the person who you need to see, waiting times, appointments, lost notes etc, but that's the way things are isn't it. What can one do really?"		

### End of Report