

## **Commentaries**

**Triangle Group Practice, 13.01.11 – 17.02.11**

## Sorted by Issue Identified

<b>Record No:</b> 5075	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b> "NHS not very helpful, not understanding they make you feel that what ever is going on is your fault."		

<b>Record No:</b> 4725	<b>Date:</b> 13/01/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Received urgent treatment. All doctors and hospital staff were respectful and caring. The ward was clean and bright. (Lewisham Hospital)"		

<b>Record No:</b> 5067	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Outpatients, Physiotherapy Clinic)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Referred by GP, took about 2 months, which was when I was told. Same day appointment system can be difficult when fitting around work. Service is good, physio is helpful and friendly."		

<b>Record No:</b> 5065	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Outpatients, Ante-Natal Clinic)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Referred to the early pregnancy unit (UHL), the nurses were excellent there too! Very reassuring at the practice also."		

<b>Record No:</b> 5113	<b>Date:</b> 17/02/2011	<b>Source:</b> (Source Not Known), Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (A&E)		
<b>Issue Identified:</b> Communication/Information, User Information, Condition Information (Negative)		
<b>Content:</b> Generally the service here is good. Appointment waiting is difficult, phone especially, Dr. Deesere. I usually walk-in and do get an appointment. UHL this week (Mon.) was treated very well and quickly, the only comment I can make, is initially the 1st doctor @ A&E, didn't give us enough information (young doctor), alarmed us somewhat, but the 2nd doctor was excellent, very good.		

<b>Record No:</b> 5063	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (General Hospital)		
<b>Issue Identified:</b> Cost, Treatment/Care, N/A (Negative)		
<b>Content:</b>  "Sometimes it's difficult when you go to the hospital, still waiting (from Nov - till now) to get the appt. Going private - too expensive!"		

<b>Record No:</b> 5077	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Mental Health)		
<b>Provider (Service):</b> SLAM (Inpatients, Psychiatric Ward)		
<b>Issue Identified:</b> Cost, Treatment/Care, N/A (Positive)		
<b>Content:</b>  "I've been very happy with the practice here. My daughter has been ill, she was referred to SLAM inpatient care, the PCT paid for the treatment (which I wasn't expecting)."		

<b>Record No:</b> 4915	<b>Date:</b> 03/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Musculoskeletal Health)		
<b>Provider (Service):</b> Kings (General Hospital)		
<b>Issue Identified:</b> Diagnosis, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I've used the GP's here. Kings (motor neuron unit). At all the times, 1st rate treatment, excellent service, being a health care professional myself, I got diagnosed very quickly and prompt treatment."		

<b>Record No:</b> 5052	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Discharge, Planning, N/A (Negative)		
<b>Content:</b>  "UHL maternity services - I was very disappointed with my treatment at the unit (everything!). I asked to stay, I was in labour, they sent me home (at least 4hrs), 2hrs my husband delivered our baby in the bathroom!"		

<b>Record No:</b> 4760	<b>Date:</b> 13/01/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Inpatients, General Ward)		
<b>Issue Identified:</b> Sanitation, Environmental, Hygiene (Positive)		
<b>Content:</b>  "Received urgent treatment. All doctors and hospital staff were respectful and caring. The ward was clean and bright. (Lewisham Hospital)"		

<b>Record No:</b> 5068	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (Outpatients, Physiotherapy Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
<b>Content:</b>		
"Referred by GP, took about 2 months, which was when I was told. Same day appointment system can be difficult when fitting around work. Service is good, physio is helpful and friendly."		

<b>Record No:</b> 5076	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Dentistry)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
"Made an appointment, went there had to wait 45 mins to be seen. (01.07.10)"		

<b>Record No:</b> 4733	<b>Date:</b> 13/01/2011	<b>Source:</b> Outreach, Triangle 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 (Negative)		
<b>Content:</b>		
"A&E at UHL - issues with waiting time, lack of information - difficulties with children (they are bored / keep occupied past year) (Female 20-50 Black African). (Triangle Group Practice) ."		

<b>Record No:</b> 5064	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle 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, Waiting for Appointment, N/A (Negative)		
<b>Content:</b>		
"Sometimes it's difficult when you go to the hospital, still waiting (from Nov - till now) to get the appt. Going private - too expensive!"		

<b>Record No:</b> 4894	<b>Date:</b> 03/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Musculoskeletal Health)		
<b>Provider (Service):</b> Kings (General Hospital)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Positive)		
<b>Content:</b>		
"I've used the GP's here. Kings (motor neuron unit). At all the times, 1st rate treatment , excellent service, being a health care professional myself, I got diagnosed very quickly and prompt treatment."		

<b>Record No:</b> 5079	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Children's Health)		
<b>Provider (Service):</b> UHL (A&E)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I use this surgery a lot, I have 4 kids. It's convenient for appts, esp for the kids. This surgery in particular I like, but (UHL) not keen on, e.g. maternity terrible (baby no. 4, 2010)! But all children's (A&amp;E, ENT) they were very good! 3rd baby (2004) - UHL - that was fine, no real problem, so I felt a big dramatic change for the worst with services."</p>		

<b>Record No:</b> 5085	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle 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 (Negative)		
<b>Content:</b>		
<p>"Dentist not good."</p>		

<b>Record No:</b> 5086	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle 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>		
<p>"At this time, everything is very convenient for us, the service is very good. We find the GP is easier/better at the practice compared to the hospital (UHL). I think UHL needs to improve a lot, I find the service is poor."</p>		

<b>Record No:</b> 5060	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle 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 (NegativePositive)		
<b>Content:</b>		
<p>"The medical practice here is generally good, and my experience of (UHL) is excellent. The standard of building accommodation (Triangle) is poor, needs investment and refurbishment."</p>		

<b>Record No:</b> 4756	<b>Date:</b> 13/01/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> London Ambulance (Ambulance/Paramedic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Very Good, very efficient, wonderful people, especially Dr. Marna. Personable service they know my name. 1st &amp; 2nd husband. Also ambulances are marvellous, after a fall. Also UHL very good x5 can't speak highly enough of the hospital (Female, White British, I'm 82) . (Triangle Group Practice 13/01/2011) ."</p>		

<b>Record No:</b> 4755	<b>Date:</b> 13/01/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> London Ambulance (General Hospital)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> <p>"Very Good, very efficient, wonderful people, especially Dr. Marna. Personable service they know my name. 1st &amp; 2nd husband. Also ambulances are marvellous, after a fall. Also UHL very good x5 can't speak highly enough of the hospital (Female, White British,I'm 82 ) . (Triangle Group Practice 13/01/2011) ."</p>		

<b>Record No:</b> 5112	<b>Date:</b> 17/02/2011	<b>Source:</b> (Source Not Known), Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> UHL (A&E)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> <p>Generally the service here is good. Appointment waiting is difficult,phone especially, Dr. Deesere. I usually walk-in and do get an appointment. UHL this week (Mon.) was treated very well and quickly, the only comment I can make, is initially the 1st doctor @ A&amp;E, didn't give us enough information (young doctor), alarmed us somewhat, but the 2nd doctor was excellent, very good.</p>		

<b>Record No:</b> 5101	<b>Date:</b> 17/02/2011	<b>Source:</b> (Source Not Known), Triangle Group Practice
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (Dentist)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> <p>No problem with your dentist. No problem with your GP.</p>		

<b>Record No:</b> 5080	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b> <p>"I use this surgery a lot, I have 4 kids. It's convenient for appts, esp for the kids. This surgery in particular I like, but (UHL) not keen on, e.g. maternity terrible (baby no. 4, 2010)! But all children's (A&amp;E, ENT) they were very good! 3rd baby (2004) - UHL - that was fine, no real problem, so I felt a big dramatic change for the worst with services."</p>		

<b>Record No:</b> 5053	<b>Date:</b> 10/02/2011	<b>Source:</b> Outreach, Triangle Group Practice
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (Inpatients, Labour Ward)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>  "UHL - For labour ward, it was horrible - I was given a bed, I was left alone, practically no clocks. Gas and air, no exam, no blood pres (I had high B.P.). My birthing partner had to seek assistance for me, then they realised how far along I was!"		

**End of Report**