

Commentaries

Vale Medical Centre, 06.09.11 – 27.09.11

Sorted by Issue Content

Record No: 9334	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Mental Health)		
Provider (Service): SLAM (Inpatients, Psychiatric Ward)		
Content: "Dr's do not explain what the medication is for - side effects resulting in diabetes. In-patient for one month, not a good experience. (Ladywell Unit)"		

Record No: 9333	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Mental Health)		
Provider (Service): SLAM (Inpatients, Psychiatric Ward)		
Content: "Dr's do not explain what the medication is for - side effects resulting in diabetes. In-patient for one month, not a good experience. (Ladywell Unit)"		

Record No: 9330	Date: 20/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): LHNT (General Hospital)		
Content: "Excellent service here. Very friendly receptionists and efficient. To be recommended. Day surgery at Lewisham Hospital. Very informed before surgery, clean, efficient experience."		

Record No: 9526	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): LHNT (General Hospital)		
Content: "Generally good. All referrals - to hospital. No excessive waits. Very good relationship with GP."		

Record No: 9162	Date: 13/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): LHNT (Outpatients, Radiology Clinic)		
Content: "Given an appointment by GP for chest xray service on day very efficient and respectful. But appointment letter was sent to an address I had lived at in Lewisham 20 years previously. (Lewisham X-Ray OP)."		

Record No: 9364	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): LHNT (Outpatients, Ante-Natal Clinic)		

Content:

"I am 8 months pregnant and have been accessing some of the antenatal services at the hospital. Scans have been prompt and informative; blood tests (e.g. for GTT) were very efficient and caringly done. My experiences with the early pregnancy unit were less straightforward (2 miscarriages) - scans were done sensitively enough, but the long waiting periods before and inbetween stages were very stressful and could be done with more sensitivity through better planning and organisation."

Record No: 9082	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (Musculoskeletal Health)

Provider (Service): LHNT (General Hospital)

Content:

"I had swollen legs, arms and feet. I was eventually diagnosed with Rheumatoid Arthritis in August 2007 and was put on combination drugs in December 2007. Since then the surgery monitor my progress through regular blood tests and Lewisham Hospital see me every 3 months."

Record No: 9077	Date: 06/09/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (Maternity)

Provider (Service): LHNT (Inpatients, Labour Ward)

Content:

"I suffered a miscarriage in December 2010. The quality of care I received at Lewisham Hospital was outstanding. The nurses at the early pregnancy unit and the gynaecological ward were fantastic - so caring and understanding. In particular Anne Marie the head nurse of the gynae ward made sure my treatment went ahead quickly and with great compassion."

Record No: 9510	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (Maternity)

Provider (Service): LHNT (Inpatients, Labour Ward)

Content:

"I think the doctors at times could be better. People that work here are nice. Having my baby at Lewisham and so far they have been good."

Record No: 8916	Date: 04/08/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (Maternity)

Provider (Service): Lewisham PCT (Community, Health Visitor)

Content:

"I was really pleased with the service I received from Lewisham Hospital Birth Centre. After labour care was excellent. Every two weeks I visit health visitor. I am also happy with this experience.

However, I am not happy that often when required I am not referred to specialists or referred to have done any medical checks. The treatment I usually receive is treating symptoms not cause. Not even looking for the cause!"

Record No: 8915	Date: 04/08/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (Maternity)

Provider (Service): LHNT (Inpatients, Birth Centre)

Content:

"I was really pleased with the service I received from Lewisham Hospital Birth Centre. After labour care was excellent. Every two weeks I visit health visitor. I am also happy with this experience.

However, I am not happy that often when required I am not referred to specialists or referred to have done any medical checks. The treatment I usually receive is treating symptoms not cause. Not even looking for the cause!"

Record No: 9356	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (General Health)

Provider (Service): LHNT (Riverside Treatment Centre)

Content:

"I was referred to Lewisham Hospital following a number of blood tests and it took about 3 months to get an appointment (Gastroenterology Department). Further tests were conducted and 2 to 3 months gaps between each appointment/text results appear unsatisfactory to me, it is extremely frustrating that we are unable to discuss 2 different issues during the same appointment of book 2 slots at once (to discuss 2 different issues). Professionals with busy lives are particularly affected by this as we may ignore signs of illness / fail to make appointments."

Record No: 9353	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (General Health)

Provider (Service): LHNT (General Hospital)

Content:

"Lewisham hospital - difficult directions, but improvement in building - treatment good. Practice good - all round - Not enough privacy at reception - eg for test results Drs. are polite."

Record No: 9499	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (Maternity)

Provider (Service): LHNT (Outpatients, Ante-Natal Clinic)

Content:

"Midwife appointments have always been a positive experience. Although I have sometimes had to wait, generally I have been seen very promptly. The midwife has always been open and friendly; provided accurate and helpful advice. Reception staff are always helpful. (Perry Vale Medical Centre)."

"Scan and extra midwifery appts. Have taken place at the hospital. Sonography service has been thorough and efficient. The midwives at the hospital have been less open and friendly as at the surgery; going to the DAU when I hadn't felt the baby move for a few hours it felt like I was a little bit of an inconvenience. (Lewisham Hospital)"

Record No: 9490	Date: 27/09/2011	Source: Outreach, Vale Medical Centre
------------------------	-------------------------	--

Field (Work Area): Health (General Health)

Provider (Service): LHNT (A&E)

Content:

"Pretty good - ring at 9.45 for appointments - need to look at difficulty of getting appointments seen all doctors - fine. A+E - waited 1 hour to be seen - bleeding in pain from hole in head. Another hour to get stitched."

End of Report