

Commentaries

Woodlands Health Centre, 27.04.11 – 18.05.11

Sorted by Issue Identified

Record No: 6997	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Foot Health)		
Provider (Service): UHL (A&E)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>I began having chronic back pain all of a sudden and needed treatment / diagnosis. I had not registered with Woodlands at this stage (although I live in the development). The centre allowed me to register within a couple of hours, I was assessed by the nurse and doctor same day. The doctor identified the cause (excess acid hurting oesophegus), prescribed tablets and I was back to normal the next day, great service - speedy, helpful and friendly.</p> <p>I contracted cellulitus in my foot and needed treatment. I attended A&E at approx. 21:00-22:00 and it was very busy. However, after a 45 min./1 hour wait, I was attended to by a doctor who prescribed the necessary treatment. The staff were helpful and friendly but obviously under stress. I can't criticise the staff, but would like to see them provided with better facilities / work environment / more staff etc.</p>		

Record No: 7027	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral, N/A (Negative)		
Content:		
<p>"I have been attending my GP Surgery for nearly 2 years. With Gyne - problms, however having been referred to both NHS hospital and Private BMI Hospital I do not feel that there has been any conclusion this is because between services information is not communicated effectively whicg results in my health being impacted upon. I am unhappy with the GP's appointment service which puts receptionist in full control of your health. I do not feel that receptionist should be asking why I want to see my GP before I can make an appointment but on occasion s this has happened and I have felt duty bound to have to explain some of my symptoms in orther to get an appoinment. Secondly, I am not happy with having to give personal information (name, address, DOB at the front desk of reception in front of other patients as on previous occasion a gentelmen stopped me on the street to tell me he know this information as he had overhead in the queue (I felt very exposed)."</p>		

Record No: 7245	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): UHL (A&E)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"Attended A+E had to wait nearly 4 hours before I was seen. I don't believe this is acceptable when you feel so unwell to make your way to the hospital and having to wait so long."</p>		

Record No: 7202	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
"Well, I would say their service is good. They are well and know how to treat a person. But, attending to appointment time is very poor.		

Record No: 6951	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): UHL (A&E)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content:		
This service is good here.		

Record No: 7204	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Dentistry)		
Provider (Service): Lewisham PCT (Dentist)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
"Waiting to have an appointment NHS Dentistis virtually impossible."		

Record No: 7056	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
"I do not want to say a lot but everyone is complaining about this service."		

Record No: 7203	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (General Health)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"Well, I would say their service is good. They are well and know how to treat a person. But, attending to appointment time is very poor.		

Record No: 6834	Date: 27/04/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I had c. section to deliver my children, twins, the staff where wonderful, all the people involved in the operations as well as after care. I am very pleased with the staff and the ward."</p>		

Record No: 7047	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Outpatients, Ante-Natal Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"My first pregnancy was very complicated, ist of all I did a test for downs syndrome, and a representative from the hospital told me, that I test positive over the phone while I was at work."</p> <p>" I was so devistated after doing another test it was negative."</p>		

Record No: 7040	Date: 11/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Outpatients, Ante-Natal Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"The staff in early pregnancy, are excellent, they dealt with situation brilliantly."</p>		

Record No: 6996	Date: 04/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Foot Health)		
Provider (Service): UHL (A&E)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content:		
<p>I began having chronic back pain all of a sudden and needed treatment / diagnosis. I had not registered with Woodlands at this stage (although I live in the development). The centre allowed me to register within a couple of hours, I was assessed by the nurse and doctor same day. The doctor identified the cause (excess acid hurting oesophegus), prescribed tablets and I was back to normal the next day, great service - speedy, helpful and friendly.</p> <p>I contracted cellulitus in my foot and needed treatment. I attended A&E at approx. 21:00-22:00 and it was very busy. However, after a 45 min./1 hour wait, I was attended to by a doctor who prescribed the necessary treatment. The staff were helpful and friendly but obviously under stress. I can't criticise the staff, but would like to see them provided with better facilities / work environment / more staff etc.</p>		

Record No: 7239	Date: 18/05/2011	Source: Outreach, Woodlands Health Centre
Field (Work Area): Health (Reproductive Health)		
Provider (Service): UHL (Outpatients, Women's Clinic)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content: "Good Practice - can recommend! Only issue - but this is NHS related is for gynocological issues, women have to see nurses rather than a gynocologist. Sometimes not particularly re-assuring."		

End of Report