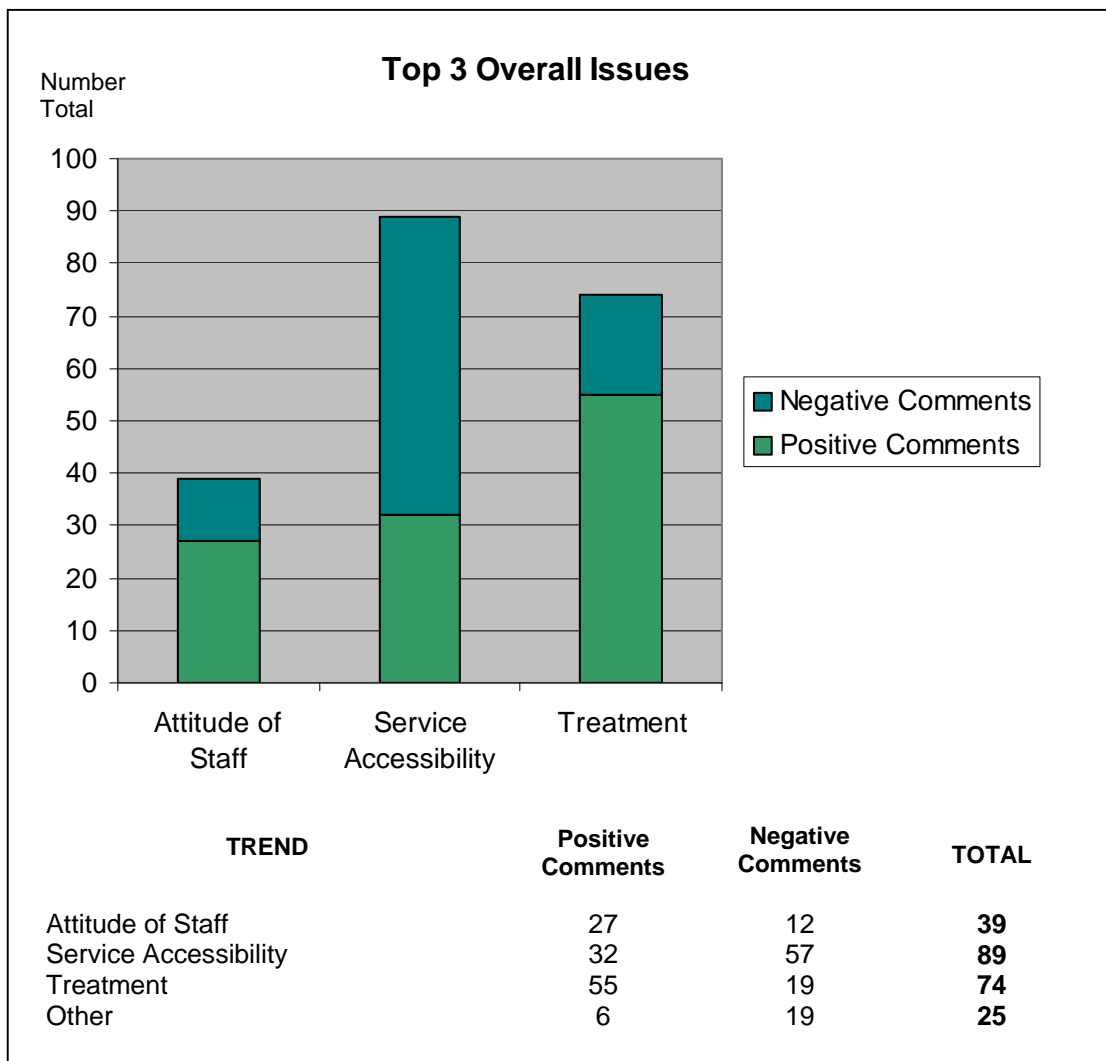


This Report

Provider:	Hilly Fields Medical Centre
Date:	23 August 2010 – 26 October 2010
Narrative:	<p>Lewisham LINK conducted outreach at Hilly Fields Medical Centre from 23 August – 26 October 2010 and recorded 227 service user comments.</p> <p>This report identifies the top 3 overall trends (Section 1), analyses the top trend (Section 2) and offers observations made while on the premises (Section 3).</p>

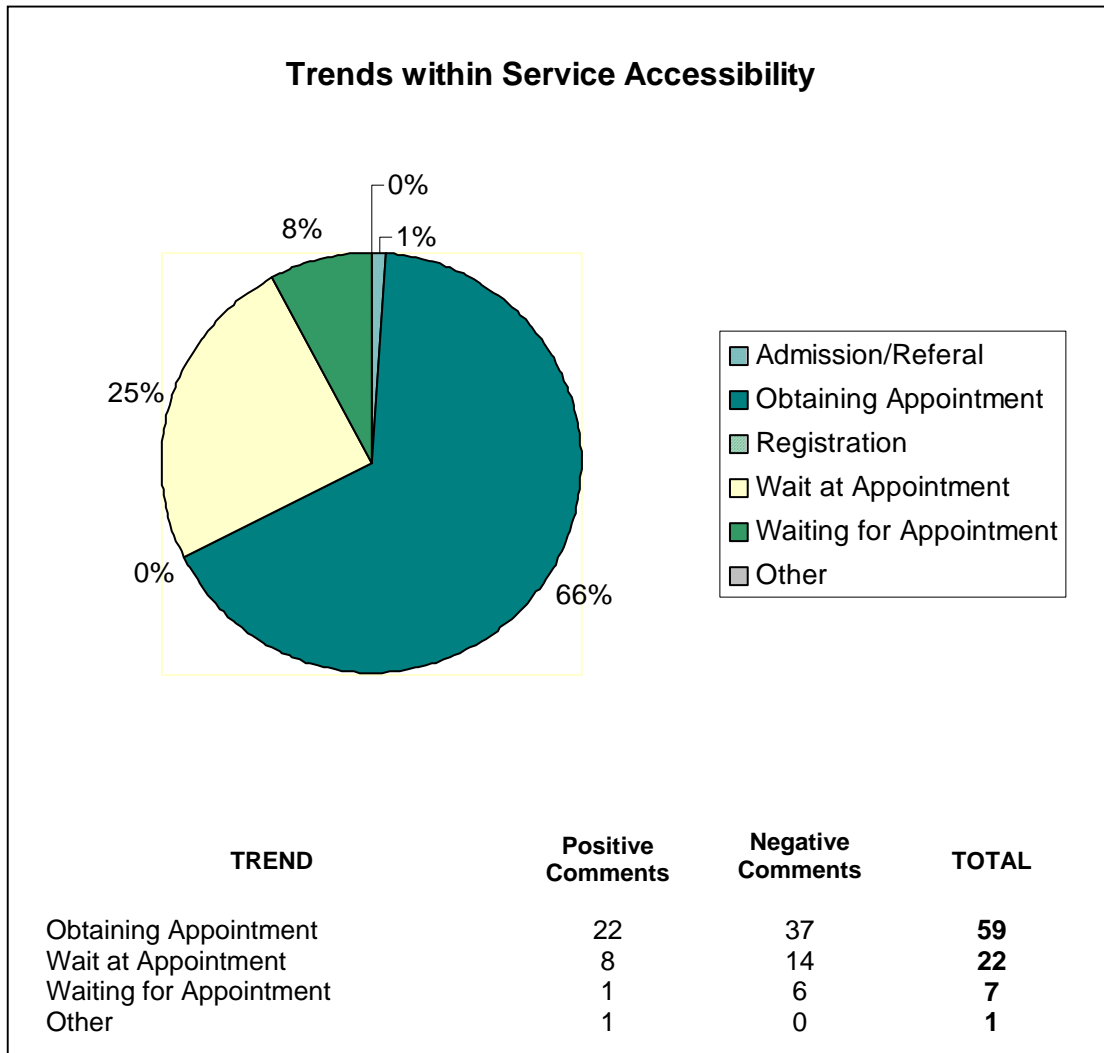
Section 1



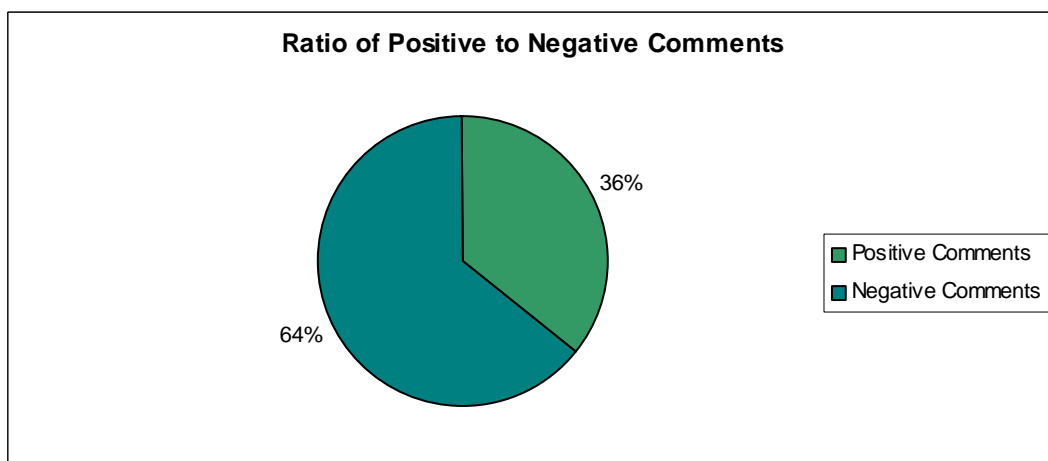
Section 2

Top Trend Analysis

The largest trend was Service Accessibility, which polled 89 comments (39% of the total). The largest trend within that was Obtaining Appointment, which polled 59 comments (66% of the total within Service Accessibility).



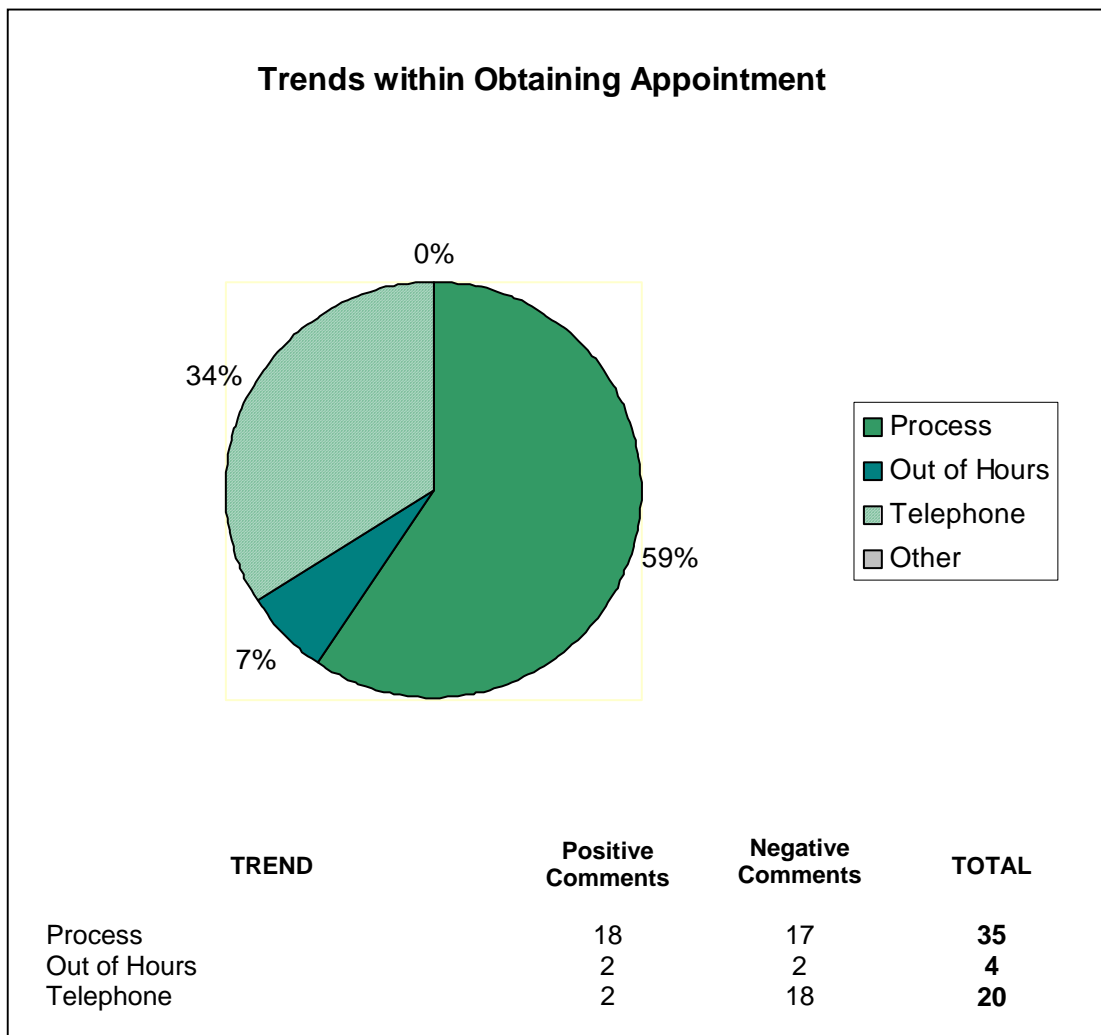
32 (36%) of comments were positive and 57 (64%) were negative.



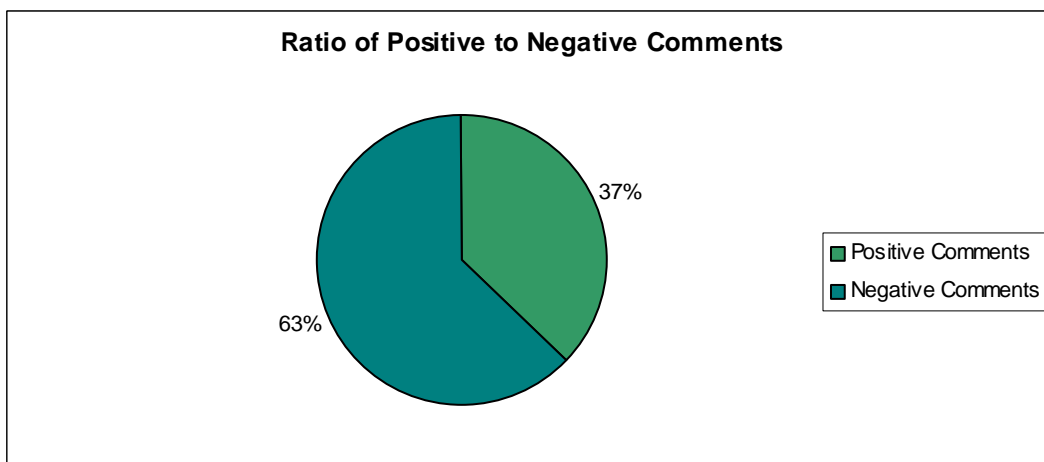
Section 2

Sub-Trend Analysis

The largest sub-trend was Appointments Booking Process, which polled 35 comments (59% of the total within Obtaining Appointment).



22 (37%) of comments were positive and 37 (63%) were negative.



Commentaries

Appointments Booking Process

Record No: 3365	Date: 05/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health ((Field Not Known))		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"I am having treatment at Guy's & St Thomas and have found it very difficult to link my GP for example, hospital blood results."</p>		
<p>"The receptionists at Hilly Fields are less than helpful, and I am having to be very proactive in trying to get results. There needs to be better integration of services."</p>		
<p>"I have found the receptionists to be unprofessional & antagonistic. They have refused to be helpful and are quick to blame other staff, if they don't know the answer to the question."</p>		
<p>"Better staff (trained better) are urgently needed. There also needs to be more appointments available, It's very difficult to get an appointments and even more so to see my preferred doctor."</p>		

Record No: 3334	Date: 05/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"I have been with the practice for 33 years and have never had any problems. The appointment system I think needs reviewing, but apart from that happy."</p>		

Record No: 3462	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"A rare doctors appointment, for a minor ailment, the booking system was efficient and worked well."</p>		
<p>"There was some confusion regarding who was in my consultant, was not knowing but it was resolved quickly a mad time."</p>		

Record No: 3486	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"Hilly Fields Medical Centre is very good, the staff are brilliant, and very helpful, give you support when you need it."</p>		
<p>"On the downside the appointments system is not good",</p>		

Record No: 3454	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Despite sometimes lengthy wait on the phone, getting appointments for my children is still very swift, which is reassuring."		

Record No: 3456	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"I am satisfied with this GP Practice, I usually come the day before and book the appointment for the next day. All doctors and nurses are all right as far as I know."		

Record No: 3458	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"It is much easier to get an appointment, and referrals to a hospital is prompt."		

Record No: 3422	Date: 19/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process ()		
Content:		
"I think that services in Lewisham are reasonably good at the moment providing that there will be no future cuts. If I would like to see a specific doctor I have to wait a couple of weeks because they don't work very often here. They say call in the morning. You spent a lot of time on the phone only to hear that they are fully booked. The same in the afternoon. Maybe problem is that the surgery is too big, too many people. I would prefer doctors to be on permanent."		

Record No: 3265	Date: 28/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"My doctor's surgery has never any appointments when you phone, you have to keep ringing."		

Record No: 3439	Date: 19/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Hilly Fields has always been very easy to secure an appointment at. Also, the practice secretaries have always assisted with referrals for private medical care. I have lived all over London and visiting Hilly Fields is the most straightforward experience I have had compared to other surgeries."		

Record No: 3471	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"I've always been able to see a doctor fairly quickly, but it seems to be well-nigh impossible to see the same doctor on consecutive visits."</p> <p>"I've attended for treatment of an ear infection and for polyups(?). Again I do not see the same consultant or SHO on consecutive visits, so they cannot know if any progress is being made and it's not."</p>		

Record No: 3289	Date: 28/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"Good method of getting appointments for GP Good communication when gaining results and informing patients of appointments i.e. flu clinic good physio referral service with UHL."</p>		

Record No: 3280	Date: 28/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"To make an appointment to see the doctor, I phoned 9am, yesterday 27.9.10 I received the answer the appointment is full for all day, you phone tomorrow morning 8 a.m. To contact the doctor we have to phone 8 am in the morning. Is this the right procedure?"</p>		

Record No: 3295	Date: 28/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"The only problem I have with the centre is that it is very difficult to make an appointment. I have phoned at 8.30 am and been told there were no appointments left for the whole day-which I find ridiculous. I needed a repeat prescription for antibiotics which I was told I needed to see a doctor for, although I don't think it was necessary as I was given them only a week ago."</p>		

Record No: 3296	Date: 28/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"I think the appointment system is difficult to make appointments. Once you see a doctor though the service is adequate."</p>		

Record No: 3266	Date: 28/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"I routinely visit the medical centre as I suffer from asthma, the staff is great and very helpful, however the appointment system needs to be looked at. By 8.09 am all appointments throughout the day are gone- unacceptable, change it."		

Record No: 3433	Date: 19/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Very happy with Hilly fields can always get an appointment when I need one and doctors always very helpful."		
"Maternity care at Lewisham hospital much improved from my last experience in 2004."		

Record No: 3394	Date: 12/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"Tried to book appointment to see a doctor on Monday could not get through. When I did 30 mins later they said there were no appointments left. Had to wait till today 12/10/10 to get an appointment when I do need to see a doctor I can never get through. I feel that they should give a better service."		

Record No: 3329	Date: 05/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"This is a good practice and the best thing is, they have made it easy to get an appointment. The worst thing is, the number of no-shows that derail the appointments system. There are many services on offer too - blood, flu jabs and pharmacy. Of course you wait ages!"		

Record No: 3339	Date: 05/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"I have "corrective tissue disorder" historically I have seen the rheumatology department at Kings College Hospital. The communication between Lewisham + Kings College is very good. Previously I was not happy with the appointments system at the surgery but it recently changed and is a vast improvement on the previous service."		

Record No: 3338	Date: 05/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Asthma, called at 8.30am for appt at 10.40. All very streamlined when I arrived (touch screen appt's). But would rather a more human touch at reception - not touch screen & watch for name."		

Record No: 3316	Date: 05/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Carer for husband - difficult to make appointment and not being able to book ahead, for your own doctor. I feel the doctors do not have all the appropriate information."		

Record No: 3315	Date: 05/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Pleased with doctors surgery in terms of quick access to appointments."		

Record No: 3478	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Good service." "Difficult to get appointments."		

Record No: 3397	Date: 12/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Clean, efficient and excellent service from both doctors and nurses. Particularly like appt booking system - if you call at specified times in the day, there's a high likelihood that you will be seen on the same day, even more so if it's an emergency."		

Record No: 3476	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)	Provider: Lewisham PCT	
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Always very helpful, appointments easy to arrange." "However it would be nice to see the same person each time."		

Record No: 3233	Date: 20/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"I have always had a good + friendly service from this surgery. Was sometimes hard to get an appointment but the on-line booking service has greatly improved this."		

Record No: 3231	Date: 20/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"I had difficulty in getting an appointment on the telephone. The system has been changed from call in the morning for morning appt. call at 1pm for afternoon appt.		
"Now can call any time but in effect need to call early. Now have queueing system on phone which costs the patient money, while they sit waiting in turn".		
"Gave up trying on telephone-walked into surgery and talked to receptionist to obtain an appointment 2hrs later went up to desk- new shift of staff- who said he had'nt been registered for appt - did see a doctor after 30 mins wait".		

Record No: 3415	Date: 12/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Have moved from Hackney to Lewisham - it's much better in quality here. Nice staff, good doctors easy to book, friendly, efficient."		

Record No: 3392	Date: 12/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"The new system at Hilly Fields that everyone can make an appointment early morning is a very successful step. Every one can easilly finish their problem in one day. I really liked it personally. The timing of doctors, every thing going successfully on schedule I personally appreciate. I liked the system because I personally come to Hilly Fields medical group and make an appointment easilly. All the staff members are much co-operative."		

Record No: 3232	Date: 20/09/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"Baby Clinic & appointment for post natal examination baby born on 11/08/10 was hoping to average 6 week checks no appointment available until 11/10/2010 a bit disappointed was hoping to see doctor sooner".		

Record No: 3467	Date: 26/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"I've been here all my life seeing Dr Malde, I'm very happy with him and the practice in general."</p> <p>"The only bad thing I have noticed in recent years is the change in the appointments system. You cannot phone up and book on a certain day or time to suit you. You have to enter a lottery at 8am and see if you get one that day, plus it is very hard to write times on plastic paper (whose idea was that)."</p>		

Record No: 3337	Date: 05/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"I called the surgery at 8.30am for an appointment and was told that there wasn't any available for the rest of the day. I visited the surgery later that evening and was told about the online service I think this is a good idea) as it gives me an opportunity to book my appointment the night before - this helpful for me as I work 9- 5.30pm.</p>		

Record No: 3399	Date: 12/10/2010	Source: Outreach, Hilly Fields Medical Centre
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
<p>"The appointment system needs to be amended, I find it very stressful then wanting to avoid doctors because I know that to get an appointment it will mean me constantly phoning."</p>		

Section 3

Observations

Very good practice with therapist/nurses collecting patients from the waiting area in person.

The notice boards are very clear and informative.

The availability of a separate reception for repeat prescriptions is very useful and efficient.

Having direct access to the pharmacy cuts down on travelling and time for patients and helps communication between services.

The main door to the practice is automatic but the one into the waiting area is in need of servicing, as this is manual and is difficult for anyone with mobility issues or young children.

During one outreach visit the waiting room toilets signed as out of order but no information as to other facilities was made available. This could have been added to the sign or posted on the electronic sign in the practice.

The waiting area can be very busy in a small area especially when parents bring in their very young children for periodic assessments/reviews.

There is a lot of information available for patients and carers but this is very cluttered in the main window area.