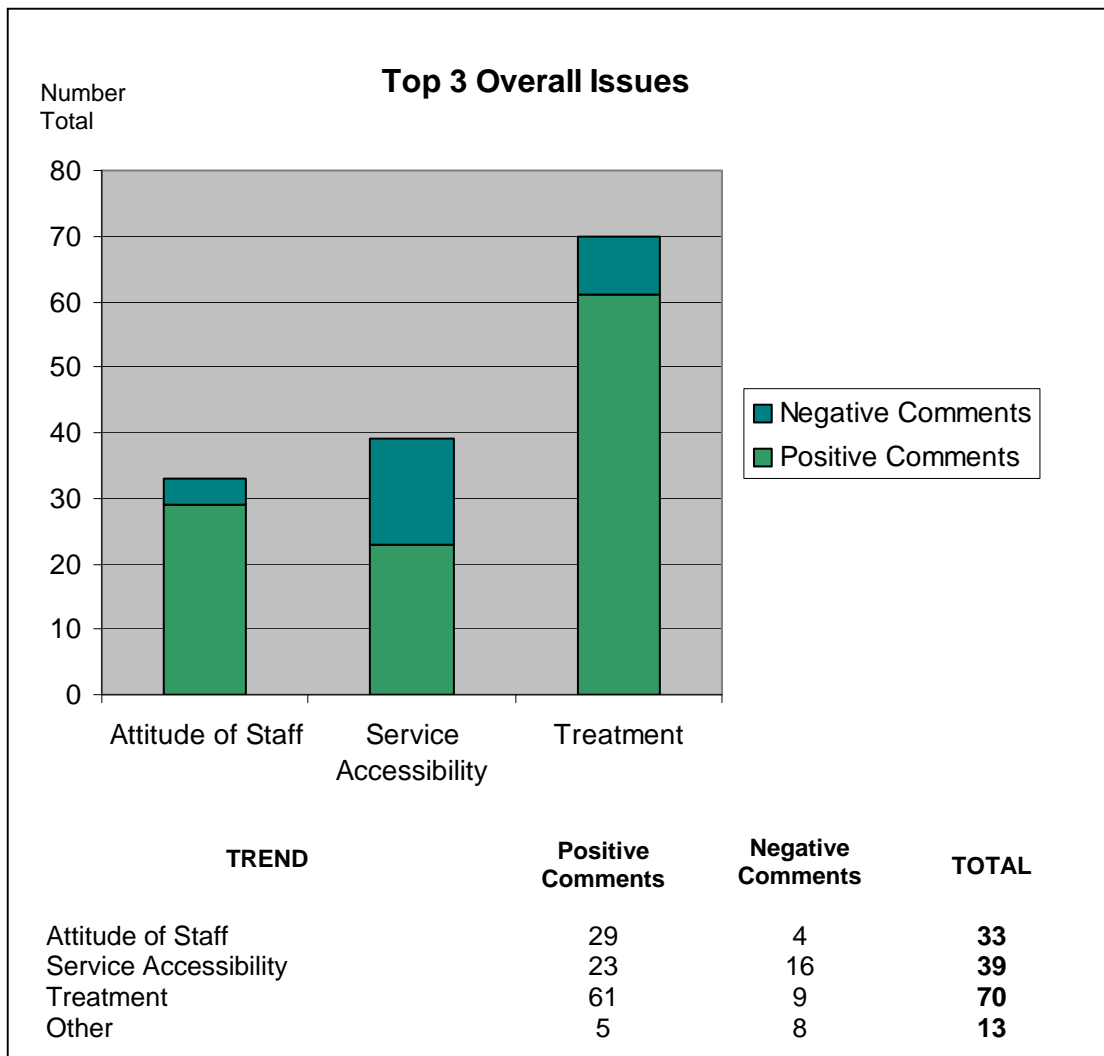


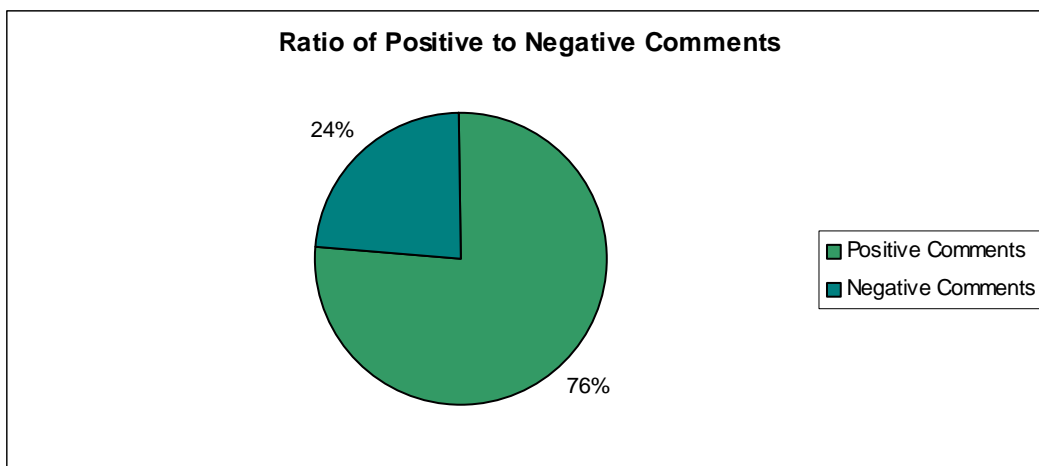
### This Report

<b>Provider:</b>	Morden Hill Surgery
<b>Date:</b>	9 October 2010 – 30 November 2010 (6 Sessions)
<b>Narrative:</b>	<p>Lewisham LINK conducted outreach at Morden Hill Surgery from 9 October 2010 – 30 November 2010 and recorded 226 service user comments, 155 of which related to the Surgery.</p> <p>This report identifies the top 3 overall trends (<b>Section 1</b>), offers observations made while on the premises (<b>Section 2</b>) and provides all user comments (<b>Section 3</b>).</p>

### Section 1



118 (76%) of comments were positive and 37 (24%) were negative.



## Section 2

### Observations

- Staff are very welcoming and supportive of patients both on arrival and following consultation.
- There is a high standard of information available both on display boards and in a leaflet display.
- The provision of refreshments during a Flu vaccination drop in service made was evident in the social atmosphere and the number of patients seen on the day.
- The buggy system is also very impressive and this makes the use of space in the waiting area much more efficient.
- If there is one area that could be improved in the future then the toilet facilities could be in a better state of repair.

### Section 3

#### Commentaries, Sorted by Issue Identified

<b>Record No:</b> 4007	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Accessibility, Distance, N/A (Positive)		
<b>Content:</b>  "(Sport injury) Called doctors this morning and got an appointment booked 11:40 am with the doctor I have used before. And this is quick service, close distance from home."		

<b>Record No:</b> 3972	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
<b>Issue Identified:</b> Accessibility, Distance, N/A (Negative)		
<b>Content:</b>  "This surgery used to have a blood test service, but now they removed this from here. Now I have to take 2 buses to get to the nearest point. They have 3 nurses here, why can they do it here. It is very inconvenient and very expensive for me to take a taxi especially that I am very old - 89"		

<b>Record No:</b> 3499	<b>Date:</b> 09/10/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Accessibility, Distance, N/A (Positive)		
<b>Content:</b>  "Morden Hill has been my surgery since 1990 and had always provided an excellent service. The fact that they can provide specialist diabetic care means that I do not need to go to the hospital which would be less convenient."		

<b>Record No:</b> 3758	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
<b>Issue Identified:</b> Accessibility, Distance, N/A (Positive)		
<b>Content:</b>  "Walk in blood test clinic in the neighbourhood will be a good advantage".  "Free fitness services for women well being will be helpful to the community".		

<b>Record No:</b> 3800	<b>Date:</b> 05/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Baby Clinic
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Accessibility, Equipment, N/A (Positive)		
<b>Content:</b>  "The surgery makes good use of modern equipment and they offer good services."		

<b>Record No:</b> 3850	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Accessibility, Transport/Parking, N/A (Negative)		
<b>Content:</b>		
"The service could have been better to avoid long waiting time at the stops. (Catford)"		

<b>Record No:</b> 4111	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Cancer)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"I visited my GP in February 2010 with a lump in my breast. My GP was very professional and made me feel less anxious. I was soon referred to Lewisham hospital and was diagnosed with breast cancer very swiftly.</p> <p>I have since received treatment for cancer at both the Lewisham hospital and Guy's hospital and have been supported by the GPs at Morden Hill surgery throughout the process. I have received excellent service throughout and express deep gratitude for it."</p>		

<b>Record No:</b> 3981	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"Recently joined, great service so far. Touch in screen and expected waiting time given. Booking has been good. Plus friendly receptionists are definitely the bonus. Lots of local info available in waiting room."		

<b>Record No:</b> 3796	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> ("Provider Not Known") (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"The surgery is exceptional in the services it provides with the staff always helpful and cheerful. I am more than confident with the doctors and nurses which is why I registered all my family with the surgery, having been a patient for 20+ years."		

<b>Record No:</b> 3976	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A ( )		
<b>Content:</b> "The GP surgery has always been very helpful and supportive. I have experienced some very stressful situation and the doctors have been very supportive in terms of info and assistance when I moved because of time they allowed us to stay with the practice."		

<b>Record No:</b> 3971	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very happy with the GP surgery! Staff is very friendly and they was brilliant to my family when we lost our mum 7 months ago." (Dr Abraham)"		

<b>Record No:</b> 3973	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "This surgery is marvellous, all the staff and receptionists. My husband died last year and they gave me a great support."		

<b>Record No:</b> 3967	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b> "We have been registered with my GP for years. Since this time every thing is great, I had no problem with this GP, my view of this GP is excellent. I am very pleased with this GP. All the nurses are very pleasant and helpful. All the doctors are very polite and understanding. As I said I am very pleased with this GP. I think that they are doing very good job."		

<b>Record No:</b> 4096	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "The surgery is well organised.The staff very friendly.The GPs are up and doing. Take their job very seriously. Health-care system in Lewisham borough is excellent."		

<b>Record No:</b> 4125	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I am very happy with the doctors here, they are very helpful and supporting."		

<b>Record No:</b> 4116	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I have received excellent care from this doctors surgery, particularly from my GP, Dr Bannon. The doctors I have seen have been unfailingly sympathetic and kind as well as accurate in their diagnosis."		

<b>Record No:</b> 4133	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "A very clear, well structured booking system. Always easy to get an appointment . Kind and approachable medical and reception staff."		

<b>Record No:</b> 4119	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I have found the services adequate and functional, fulfilling all my wills as a patient in the community. Appointments are generally on time and I find the receptionists always helpful and polite." (Karima Vetsi)		

<b>Record No:</b> 4094	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very quick service. Mostly friendly receptionists and even friendlier nurses. I'm a big fan of the self service checkin. Not such a fan of the price of vaccinations (for overseas). In the future it would be nice to see the profit margin reduced." (Triangle Practice and other within Lewisham)		

<b>Record No:</b> 3993	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Reproductive Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>  "I have been facing problems in conceiving normally. Doctors here especially Dr X has been very helpful in referring me to specialists. I am really grateful to the surgery for the help."		

<b>Record No:</b> 3849	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "The service I receive is very good, receptionists are excellent and I always get the doctor I want to see."		

<b>Record No:</b> 4170	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I find health and social care in Lewisham very good and helpful to me. In times of booking appointments with GP and the care of their patients is very important to them."		

<b>Record No:</b> 3882	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "Dr appointment. Always thorough. Just find waiting time a little too long sometimes even with booked appointments otherwise, I have a good Dr/Patient relationship (Mansfield Surgery, 05/10)."		

<b>Record No:</b> 3764	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "Using the service for many year, Dr's & Nurses very kind very good".  "Long waiting sometimes."		

<b>Record No:</b> 3790	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Amazing surgery the best care we have ever received. Reception are friendly + very enthusiastic and the Dr's highly skilled +very kind. Sheel Pharmacy is a great add on service."</p> <p>"Lewisham Maternity ward was in 2010 improved from 2006, when used it for my my first child."</p>		

<b>Record No:</b> 3766	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
<p>"The receptionists can be very rude to the patients (not all the receptionists). This needs to be looked at they need to be trained at people skills."</p>		

<b>Record No:</b> 3879	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Generally very happy with speed at which appointment can be made to see the doctor or the nurse. Doctors and nurses receptive and helpful."</p>		

<b>Record No:</b> 3504	<b>Date:</b> 09/10/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"GP's very good, very helpful."</p>		

<b>Record No:</b> 3774	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
<p>"Positive experience prompt appointment system feel comfortable to make appointments good response to concerns as opposed to previous surgery (Charmantles New Cross which felt over booked)".</p>		

<b>Record No:</b> 3795	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Always to get appointment, good service usual waiting time for appointment is a few minutes. Doctors are helpful and polite."		

<b>Record No:</b> 3874	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I am using this service at Morden Hill Surgery for past 6 years now. Service is excellent, the staff is friendly and doctors give good treatment. We get appointment easily in one phone call."		

<b>Record No:</b> 3865	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I live locally and found the surgery quite convenient. Staff are helpful and the doctors are pleasant and effective. The negative aspect is that they always seem to wash appointments in order to see the next allotted patient."		

<b>Record No:</b> 3872	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I am very happy with the doctors surgery the staff are always very friendly and helpful no matter what time of the day."		

<b>Record No:</b> 4152	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "We find the practice excellent. Having a GP that we know and who knows our medical history is invaluable. Also the receptionist service is good. We are generally able to make an appointment when we need one. Dr Abraham also has early morning appointments at 7 (which is useful for those who are in the morning)."		

<b>Record No:</b> 4166	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I love my doctors. They are all very good. Receptionists are helpful. Just wish we got seen on time, hate waiting around."		

<b>Record No:</b> 3878	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Have always found staff helpful and polite. The 8am emergency appointment system is very useful. Would be helpful to be able to book an appointment online."		

<b>Record No:</b> 3813	<b>Date:</b> 05/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Baby Clinic
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Great GP practice, appointments easily available and friendly reception staff."		

<b>Record No:</b> 3814	<b>Date:</b> 05/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Baby Clinic
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Excellent GP surgery. Well run, friendly and good provided health care services to our whole family. Cares very well for all ages."		

<b>Record No:</b> 3812	<b>Date:</b> 05/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Baby Clinic
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Had my first baby at Lewisham Hospital in the birthing centre. I attend the surgery usually to see my doctor. They are always kind, helpful and respectful plus most importantly approachable."		

<b>Record No:</b> 4123	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Comfort, Environmental, Layout/Furniture (Negative)		
<b>Content:</b>		
"I feel more cameras and lights should be installed in dark areas in this surgery vicinity."		

<b>Record No:</b> 3847	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Communication/Information, User Information, Condition Information (Negative)		
<b>Content:</b>		
"Well, I think the service is quite good there, but I would like doctors to take some matters a bit serious instead of guessing that is going to be alright I mean they should give permission to attend big hospitals."		

<b>Record No:</b> 3801	<b>Date:</b> 05/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Baby Clinic
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Communication/Information, User Information, Condition Information (Negative)		
<b>Content:</b>		
"The doctors in this surgery don't treat my concerns very seriously. My son is 3 months old and since he was born he has a spot in his bottom called a fisher. We have seen different doctors in this surgery recording the problem and they both brushed it off as something what is normal and will go away in few weeks, but it is still there."		

<b>Record No:</b> 3983	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Communication/Information, User Information, Signposting (Positive)		
<b>Content:</b>		
"Recently joined, great service so far. Touch in screen and expected waiting time given. Booking has been good. Plus friendly receptionists are definitely the bonus. Lots of local info available in waiting room."		

<b>Record No:</b> 4002	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Communication/Information, User Information, Support ()		
<b>Content:</b>		
"For the last 10 years I am happy with service provider in my local healthcare centre."		

<b>Record No:</b> 3862	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Diagnosis, Commission, Result Pending (Negative)		
<b>Content:</b>		
"I would like the surgery to improve on the length (shorten it) of time we get to receive test results and inform patients early if there is need for alarm."		

<b>Record No:</b> 3846	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Sanitation, Environmental, Infection (Negative)		
<b>Content:</b>		
"Windows should be open to let germs out of the waiting room. People spitting on the street spread diseases."		

<b>Record No:</b> 4098	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
<b>Content:</b>		
"The service I have had in this surgery in my opinion has been good. The only thing that I would say that as a shift worker, later opening times would be a benefit as I am restricted by time restraints."		

<b>Record No:</b> 3854	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
<b>Content:</b>		
"Sameday booking for morning appointments is helpful. Sometimes a bookable appointment would be preferred for non-urgent consultations, to fit around work."		

<b>Record No:</b> 4153	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Positive)		
<b>Content:</b>		
"We find the practice excellent. Having a GP that we know and who knows our medical history is invaluable. Also the receptionist service is good. We are generally able to make an appointment when we need one. Dr Abraham also has early morning appointments at 7 (which is useful for those who are in the morning)."		

<b>Record No:</b> 3859	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
<b>Content:</b>		
"Morden Hill surgery is an excellent surgery with outstanding doctors offering a great range of services. The only negative for me is getting an appointment around working hours. If this was improved I would be completely satisfied with the whole service."		

<b>Record No:</b> 3974	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Children's Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>		
"This is the best GP for getting appointments. I have 3 children, all of them have needed surgery and I have been able to get 'same day' appointments."		

<b>Record No:</b> 3978	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>		
"The doctors has always been very good and if I needed and appointment quick, they managed to sort it out. My doctor is very good and don't rush you and you feel listen to which is very important. Dr Gaskins."		

<b>Record No:</b> 3991	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>		
"I think that everything is all right here. The appointments are easy to optain. Have not experienced any problems with this GP, so far."		

<b>Record No:</b> 4006	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>		
"(Sport injury) Called doctors this morning and got an appointment booked 11:40 am with the doctor I have used before. And this is quick service, close distance from home."		

<b>Record No:</b> 4132	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b> "A very clear, well structured booking system. Always easy to get an appointment . Kind and approachable medical and reception staff."		

<b>Record No:</b> 4122	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
<b>Content:</b> "I feel that you cannot get appointment unless you are early bird. When you call after 9.00 it's difficult to fix appointment within necessary time."		

<b>Record No:</b> 4117	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b> "I have never had a problem with my GP surgery and always get an appointment when needed."		

<b>Record No:</b> 3988	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
<b>Content:</b> "Just at the surgery for the routine check to see the midwife as I am 34 weeks pregnant. The doctors here are very good, it can be hard to call in the morning for an appointments, as they are extremely busy. If you wait for bookable afternoon appointments then the wait is very long - a week or two."		

<b>Record No:</b> 3877	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
<b>Content:</b> "Have always found staff helpful and polite. The 8am emergency appointment system is very useful. Would be helpful to be able to book an appointment online."		

<b>Record No:</b> 3982	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "Recently joined, great service so far. Touch in screen and expected waiting time given. Booking has been good. Plus friendly receptionists are definitely the bonus. Lots of local info available in waiting room."		

<b>Record No:</b> 3876	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "Have always found staff helpful and polite. The 8am emergency appointment system is very useful. Would be helpful to be able to book an appointment online."		

<b>Record No:</b> 4174	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "Here to see my GP. Getting an appointment was quite easy. The wait to see the GP can be quite long sometimes and it would be nice to know how far down the queue you are or approximate delay. It would be better if some slots could be bookable in the afternoon rather than a mad rush at 8am every day."		

<b>Record No:</b> 3868	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "I have got appointment, when I ring the surgery, no difficulty, it is good."		

<b>Record No:</b> 3860	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "Morden Hill has a good appointment system: if you phone at 8am you can get to see the doctor that same morning. I have no experience of booking in advance."		

<b>Record No:</b> 3793	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "Always to get appointment, good service usual waiting time for appointment is a few minutes. Doctors are helpful and polite."		

<b>Record No:</b> 3853	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
<b>Content:</b>  "Sameday booking for morning appointments is helpful. Sometimes a bookable appointment would be preferred for non-urgent consultations, to fit around work."		

<b>Record No:</b> 3784	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "Feeling flu like symptoms for 2 weeks now, very bad. Appointment made at first attempt. Service at the surgery usually very good."		

<b>Record No:</b> 3773	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "Positive experience prompt appointment system feel comfortable to make appointments good response to concerns as opposed to previous surgery (Charmantles New Cross which felt over booked)".		

<b>Record No:</b> 4163	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b>  "Surgery always tries to get a doctor to see you, normally within a day, good service. Don't really use any other service."		

<b>Record No:</b> 3873	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b> "I am using this service at Morden Hill Surgery for past 6 years now. Service is excellent, the staff is friendly and doctors give good treatment. We get appointment easily in one phone call."		

<b>Record No:</b> 3887	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b> "Bookable early morning appointments are really useful for bloods etc, Lessens impact on workers absence (Rushey Green Clinic. Summer 2010)."		

<b>Record No:</b> 3861	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
<b>Content:</b> "Midwife appointment. Always able to get appointment when needed. Very happy."		

<b>Record No:</b> 4113	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Children's Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b> "I use Morden Hill surgery every few months as I have 2 small children. It's a good surgery and my only complaint is that we get to wait between 30-60 mins for our appointment."		

<b>Record No:</b> 4093	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
<b>Content:</b> "Very quick service. Mostly friendly receptionists and even friendlier nurses. I'm a big fan of the self service checkin. Not such a fan of the price of vaccinations (for overseas). In the future it would be nice to see the profit margin reduced." (Triangle Practice and other within Lewisham)		

<b>Record No:</b> 4118	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
<b>Content:</b>		
"I have found the services adequate and functional, fulfilling all my wills as a patient in the community. Appointments are generally on time and I find the receptionists always helpful and polite." (Karima Vetsi)		

<b>Record No:</b> 3848	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
"Well am happy about their service only some times you keep longer before doctor call you."		

<b>Record No:</b> 4155	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
"Waiting time to be seen by doctor is 20-30 minutes sometimes longer."		

<b>Record No:</b> 4173	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
"Here to see my GP. Getting an appointment was quite easy. The wait to see the GP can be quite long sometimes and it would be nice to know how far down the queue you are or approximate delay. It would be better if some slots could be bookable in the afternoon rather than a mad rush at 8am every day."		

<b>Record No:</b> 4167	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
"I love my doctors. They are all very good. Receptionists are helpful. Just wish we got seen on time, hate waiting around."		

<b>Record No:</b> 3863	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
"I think that it's really bad how my appointment was at 11.20 and I have to wait 29 minutes to see the doctor. This is not the first time or second."		

<b>Record No:</b> 3794	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
<b>Content:</b>		
"Always to get appointment, good service usual waiting time for appointment is a few minutes. Doctors are helpful and polite."		

<b>Record No:</b> 3883	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
"Dr appointment. Always thorough. Just find waiting time a little too long sometimes even with booked appointments otherwise, I have a good Dr/Patient relationship (Mansfield Surgery, 05/10)."		

<b>Record No:</b> 3765	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
<b>Content:</b>		
"Using the service for many year, Dr's & Nurses very kind very good".		
"Long waiting sometimes."		

<b>Record No:</b> 4004	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Positive)		
<b>Content:</b>		
"Been part of this doctors since I was born, and have only received good service. Only problem, waiting for an appointment but than can be expected in such a service in any doctors."		

<b>Record No:</b> 3989	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
<b>Content:</b> "Just at the surgery for the routine check to see the midwife as I am 34 weeks pregnant. The doctors here are very good, it can be hard to call in the morning for an appointments, as they are extremely busy. If you wait for bookable afternoon appointments then the wait is very long - a week or two."		

<b>Record No:</b> 4105	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Appendicitis)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A ()		
<b>Content:</b> "My daughter was ill with appendicitis July/August last year - horrible experience from the doctors and nurses. This year about February/March, another was ill -experience very poor."		

<b>Record No:</b> 4114	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Children's Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b> "I use Morden Hill surgery every few months as I have 2 small children. It's a good surgery and my only complaint is that we get to wait between 30-60 mins for our appointment."		

<b>Record No:</b> 3990	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I think that everything is all right here. The appointments are easy to obtain. Have not experienced any problems with this GP, so far."		

<b>Record No:</b> 4095	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "They are the best I can not complain."		

<b>Record No:</b> 3980	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Services are very good and improving day by day. Very please by the services."		

<b>Record No:</b> 3997	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I am generally happy with the service that I receive from this practice. No complaints."		

<b>Record No:</b> 3977	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "The doctors has always been very good and if I needed and appointment quick, they managed to sort it out. My doctor is very good and don't rush you and you feel listen to which is very important. Dr Gaskins."		

<b>Record No:</b> 3969	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A ()		
<b>Content:</b> "Very happy with the service provider and Morden Hill Surgery and local hospital. No complaints."		

<b>Record No:</b> 3992	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I have no complaints! The service that they provide is excellent. The BEST doctors surgery ever. The care and commitment to the community is above and beyond."		

<b>Record No:</b> 4003	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Been part of this doctors since I was born, and have only received good service. Only problem, waiting for an appointment but than can be expected in such a service in any doctors."		

<b>Record No:</b> 4097	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "The service I have had in this surgery in my opinion has been good.The only thing that I would say that as a shift worker, later opening times would be a benefit as I am restricted by time restraints."		

<b>Record No:</b> 4106	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Morden Hill doctors surgery is very good. Make going to the gym cheaper. Make dentist a bit cheaper."		

<b>Record No:</b> 4099	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Really good, always happy with them. Kings very good, fine for cateract Op."		

<b>Record No:</b> 3979	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Services here very good. GP services excellent."		

<b>Record No:</b> 4129	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Come to have a check up on my current health."		

<b>Record No:</b> 4103	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Optical express very good. Dentist - Belmont Hill very good. Morden Hill surgery - Dr Abraham Practice excellent." (Lewisham)		

<b>Record No:</b> 4124	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I come to this surgery once a month to see my doctor and collect my monthly prescriptions. I am very satisfied with this service and arrangement between myself and my doctor."		

<b>Record No:</b> 4127	<b>Date:</b> 23/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Good"		

<b>Record No:</b> 3986	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Midwife service is good, but it would be nice to see the same person throughout pregnancy. Were supportive of home birth for my 1st baby whilst clear there were circumstances where transfer to hospital might be necessary."(community midwife)		

<b>Record No:</b> 3498	<b>Date:</b> 09/10/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Morden Hill has been my surgery since 1990 and had always provided an excellent service. The fact that they can provide specialist diabetic care means that I do not need to go to the hospital which would be less convenient."		

<b>Record No:</b> 3780	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I have been diabetic for the past 3 years the service is extremely good".		

<b>Record No:</b> 3884	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Diabetic Clinic. Doctors and nurses are very good. Keeping me up to date with all medication."		

<b>Record No:</b> 4168	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Diabetes)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I have a seriously bad back and also am diabetic. I am now recovering from a very serious car accident in which I know I should have died. I find it hard to believe that I could have received better treatments for all these things anywhere else. Their diabetic support is second to none."		

<b>Record No:</b> 3880	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Generally very happy with speed at which appointment can be made to see the doctor or the nurse. Doctors and nurses receptive and helpful."		

<b>Record No:</b> 3871	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I am very pleased with the care I receive from this surgery and the health service."		

<b>Record No:</b> 3875	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I am 74+ generally reasonable health except high blood pressure. Always received first class service from Morden Hill doctors and on occasion at Lewisham Hospital."		

<b>Record No:</b> 4157	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b>		
"This GP is great. Do not have problems with GP. But I have problems with my knees. They offer me a treatment but I have refused."		

<b>Record No:</b> 4164	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"In general , I am quite happy with the services provided by Lewisham."		

<b>Record No:</b> 4169	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>		
"I find health and social care in Lewisham very good and helpful to me. In times of booking appointments with GP and the care of their patients is very important to them."		

<b>Record No:</b> 4162	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Surgery always tries to get a doctor to see you, normally within a day, good service. Don't really use any other service."		

<b>Record No:</b> 4156	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "This GP is great. Do not have problems with GP. But I have problems with my knees. They offer me a treatment but I have refused."		

<b>Record No:</b> 3888	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b> "Appointments really need to be longer than 10 minutes. This will give me more 'customer centric' approach as well as less waiting in surgery."		

<b>Record No:</b> 3968	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b> "We have been registered with my GP for years. Since this time every thing is great, I had no problem with this GP, my view of this GP is excellent. I am very pleased with this GP. All the nurses are very pleasant and helpful. All the doctors are very polite and understanding. As I said I am very pleased with this GP. I think that they are doing very good job."		

<b>Record No:</b> 3881	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Family GP (Dr Abrahams) excellent, surgery as a whole very good."		

<b>Record No:</b> 4172	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I am new in this GP and in UK it is too early to comment on the health care of this borough."		

<b>Record No:</b> 3785	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Feeling flu like symptoms for 2 weeks now, very bad. Appointment made at first attempt. Service at the surgery usually very good."		

<b>Record No:</b> 3777	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I've chronic leg ulcers and attend for dressings and advice. I also attend Kings Hospital for same condition every two weeks I am happy with the service".		

<b>Record No:</b> 3506	<b>Date:</b> 09/10/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Am coming for year - can't complain, very good service. I am very pleased."		

<b>Record No:</b> 3501	<b>Date:</b> 09/10/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I have found services for me have always been good, no problems with doctor, dentist and opticians."		

<b>Record No:</b> 3858	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Morden Hill surgery is an excellent surgery with outstanding doctors offering a great range of services. The only negative for me is getting an appointment around working hours. If this was improved I would be completely satisfied with the whole service."		

<b>Record No:</b> 3864	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I live locally and found the surgery quite convenient. Staff are helpful and the doctors are pleasant and effective. The negative aspect is that they always seem to wash appointments in order to see the next allotted patient."		

<b>Record No:</b> 3799	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "They are just perfect the doctors are good the receptionists are excellent."		

<b>Record No:</b> 3782	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Had a problem with my person doctor was very confident in her diagnosis and I was treated very efficiently and professionally."  "Lewisham A&E my wife was poorly treated, this service took time even though there was more staff available. The doctor who saw us was not prepared to help us in a way which would have been acceptable to people. My wife had a miscarriage but we were only given painkillers."		

<b>Record No:</b> 3851	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "The doctor appointment is very nice. I have an appointment every time - I leave 8-10 minutes. It is a very nice surgery."		

<b>Record No:</b> 3787	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Excellent doctors and nurses."		

<b>Record No:</b> 3866	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I have very positive experience with them."		

<b>Record No:</b> 3798	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I live in Lewisham for 3 months and have't any special demand yet."		

<b>Record No:</b> 3779	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Negative)		
<b>Content:</b> "I suffering my heel painful, mother 2 year I not getting any good. Ha".		

<b>Record No:</b> 3760	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very happy with the service"  "Lewisham Hospital not so happy"		

<b>Record No:</b> 3867	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "I have very - very positive experience with any and in this location services."		

<b>Record No:</b> 3768	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "The doctors surgery is very well ran, and I had no problems. The Lewisham Midwife serices are excellent.",		

<b>Record No:</b> 3767	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "The GP's are really good and I am satisfied with their services."		

<b>Record No:</b> 3788	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Dr Abraham Morden Hill Surgery, good provision of services".		

<b>Record No:</b> 3886	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Brilliant services."		

<b>Record No:</b> 3852	<b>Date:</b> 09/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "The booking of appointments is excellent and doctors are always helpful and listen fully to complaints/symptoms."		

<b>Record No:</b> 3781	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Happy with the service."		

<b>Record No:</b> 3762	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very good, service but - not used for long. Much better than previous GP in Peckham. Free to see and say what I want."		

<b>Record No:</b> 3763	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Very Good Service."		

<b>Record No:</b> 3789	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "Amazing surgery the best care we have ever received. Reception are friendly + very enthusiastic and the Dr's highly skilled +very kind. Sheel Pharmacy is a great add on service."  "Lewisham Maternity ward was in 2010 improved from 2006, when used it for my my first child."		

<b>Record No:</b> 3757	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b> "We have always had good service at this surgery."		

<b>Record No:</b> 3806	<b>Date:</b> 05/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Baby Clinic
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I visit NHS for Baby Clinic. I found that the perfect treatment and advise are given to me and my baby. Very much satisfactory to me."		

<b>Record No:</b> 3816	<b>Date:</b> 05/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Baby Clinic
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "Don't have a problem with any thing really."		

<b>Record No:</b> 3802	<b>Date:</b> 05/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery Baby Clinic
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A ( )		
<b>Content:</b>  "So far we enjoy the services provided by this surgery."		

<b>Record No:</b> 3786	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "Excellent support from GP's + midwives through 3 pregnancies. 2 babies (baby 3 it's almost here) same midwife all through 3rd pregnancy."		

<b>Record No:</b> 4171	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I came to see the midwifery and the service I got from them here was very good."		

<b>Record No:</b> 3769	<b>Date:</b> 02/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Maternity)		
<b>Provider (Service):</b> UHL (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "The doctors surgery is very well ran, and I had no problems. The Lewisham Midwife serices are excellent."		

<b>Record No:</b> 3994	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (Reproductive Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, General Complaint/Compliment, N/A (Positive)		
<b>Content:</b>  "I have been facing problems in conceiving normally. Doctors here especially Dr X has been very helpful in referring me to specialists. I am really grateful to the surgery for the help."		

<b>Record No:</b> 3985	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, Omission, N/A (Negative)		
<b>Content:</b>  "My cousin suffers from this same health problems as I do, but her being in different practice is getting wide range of treatments."		

<b>Record No:</b> 3987	<b>Date:</b> 16/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> (Maternity)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, Preference, N/A (Positive)		
<b>Content:</b>  "Midwife service is good, but it would be nice to see the same person throughout pregnancy. Were supportive of home birth for my 1st baby whilst clear there were circumstances where transfer to hospital might be necessary."(community midwife)		

<b>Record No:</b> 4154	<b>Date:</b> 30/11/2010	<b>Source:</b> Outreach, Morden Hill Surgery
<b>Field (Work Area):</b> Health (General Health)		
<b>Provider (Service):</b> Lewisham PCT (GP Surgery/Health Centre, General Service)		
<b>Issue Identified:</b> Treatment, Preference, N/A (Positive)		
<b>Content:</b>  "We find the practice excellent. Having a GP that we know and who knows our medical history is invaluable. Also the receptionist service is good. We are generally able to make an appointment when we need one. Dr Abraham also has early morning appointments at 7 (which is useful for those who are in the morning)."		

### End of Report