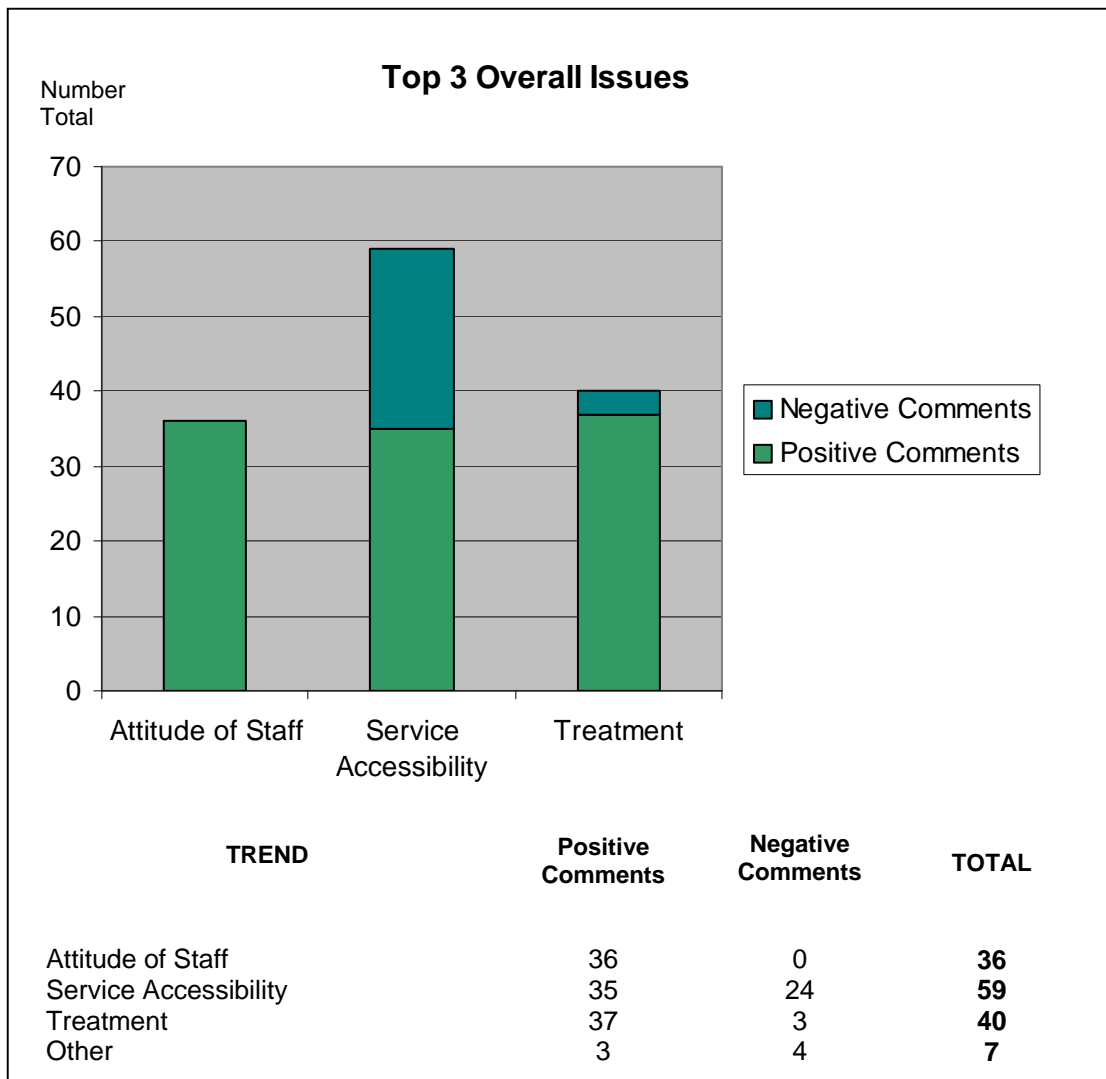


This Report

Provider:	Oakview Family Practice
Date:	18 November 2010 – 15 December 2010 (4 Sessions)
Narrative:	<p>Lewisham LINK conducted outreach at Oakview Family Practice from 18 November 2010 – 15 December 2010 and recorded 168 service user comments, 142 of which related to the Practice.</p> <p>This report:</p> <ul style="list-style-type: none"> • Identifies the top 3 overall trends (Section 1) • Analyses the top trend (Section 2) • Offers observations made while on the premises (Section 3) • Provides all user comments (Section 4)

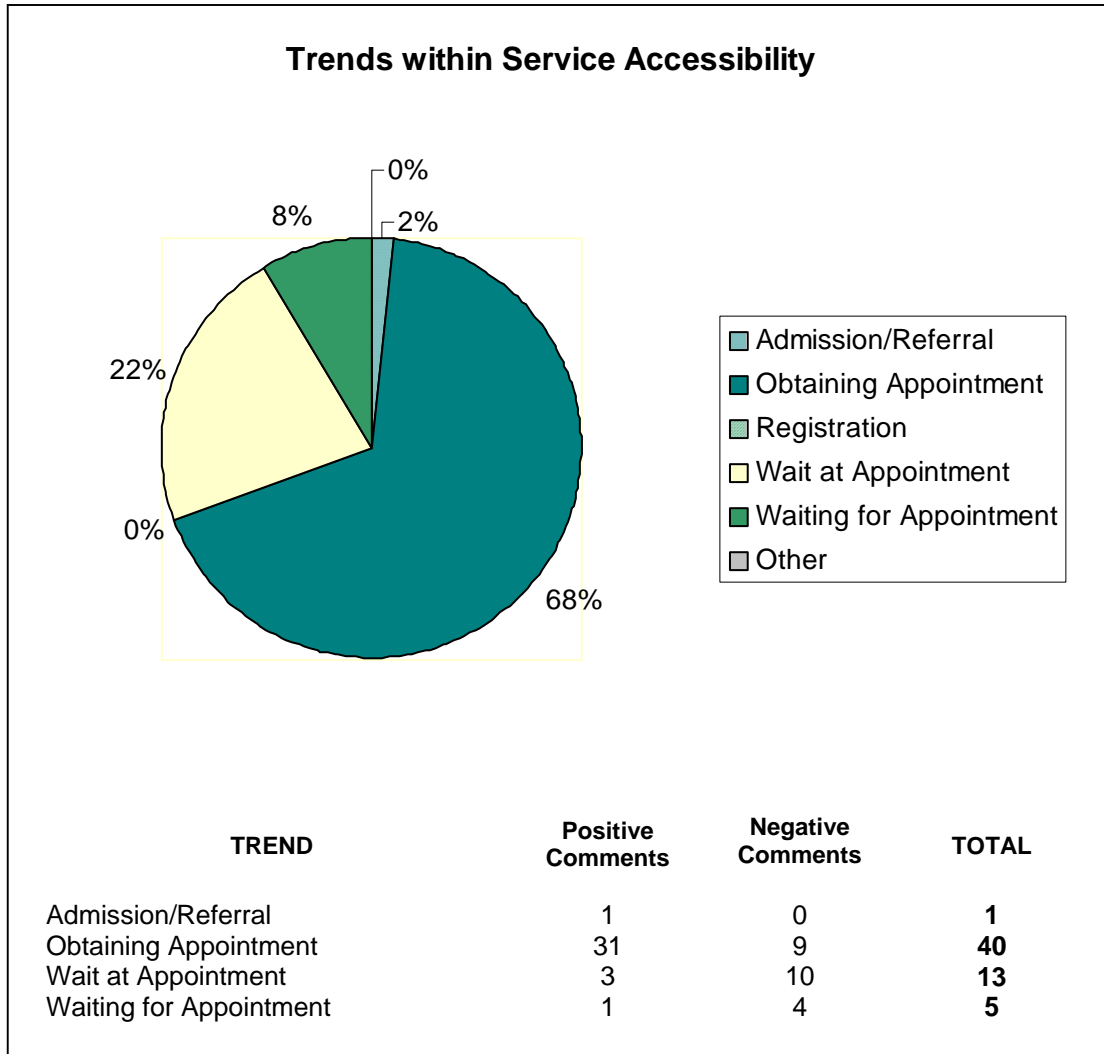
Section 1



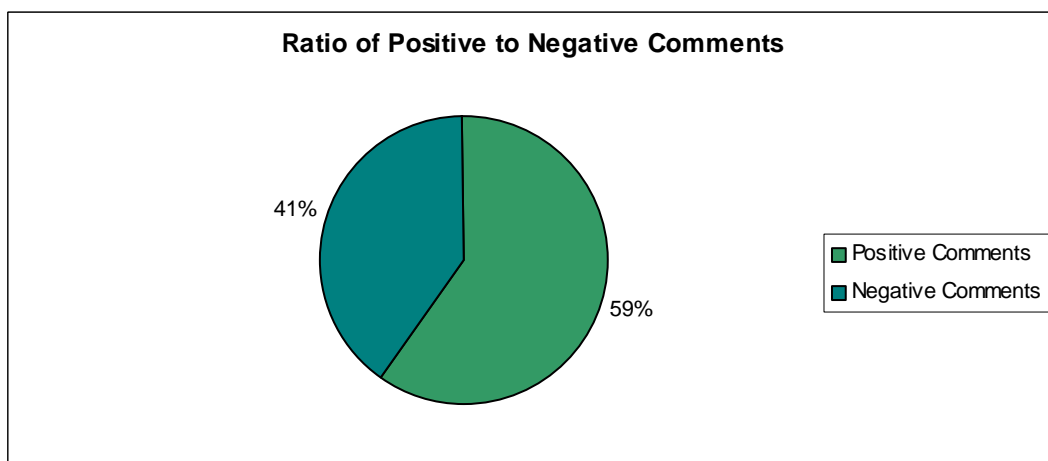
Section 2

Top Trend Analysis

The largest trend was Service Accessibility, which polled 59 comments (42% of the total). The largest trend within that was Obtaining Appointment, which polled 31 comments (73% of the total within Service Accessibility).

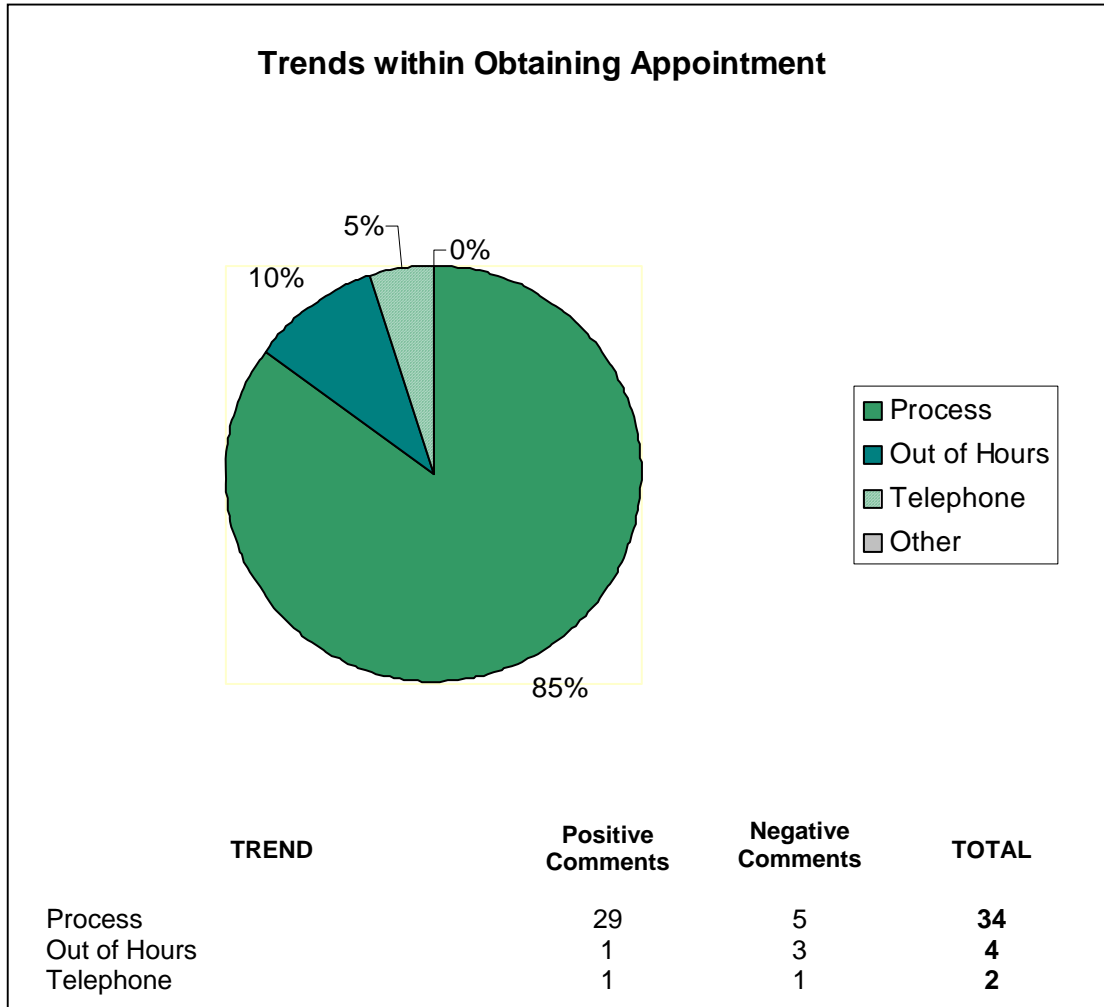


35 (59%) of comments were positive and 24 (41%) were negative.

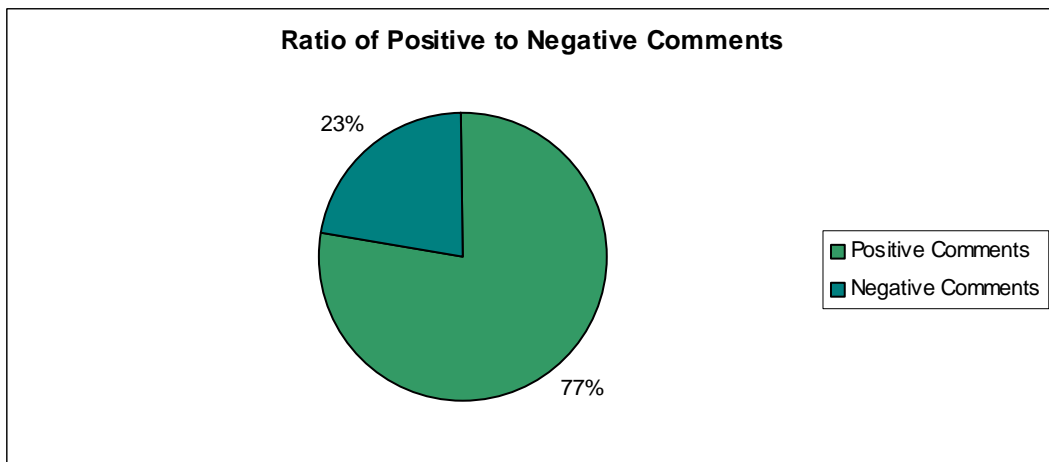


Section 2.1 Sub-Trend Analysis

The largest sub-trend was Appointments Booking Process, which polled 34 comments (85% of the total within Obtaining Appointment).



31 (77%) of comments were positive and 9 (23%) were negative.



Section 3

Observations (Volunteer 1)

General Impression

Very positive.

The practice did not appear to be all that busy on either Monday or Thursday mornings – this may be because there were only 2 Doctors with surgeries?

Waiting Room & Hygiene

Comfortable, clean and well laid out – particularly considering the number of prams and buggies that had to be accommodated.

Toilets clean and well maintained.

Good area for small children to play in (although they were more fascinated by the window handles than the toys). Most of the young children had colds and handled the toys and window handles without washing their hands _(not sure how this can be overcome!!)

One slight negative – the outer door took a lot of pulling (to the extent that I thought briefly that it was locked)

No parking except on pavement. However I don't think this was a major issue.

Personnel

Pleasant and appeared to be efficient (from the phone conversations heard and from the speed with which patients got attention).

Doctors and nurses fetching their patients is a nice touch.

The patients seemed to get a good length of time for consultation.

Waiting for appointment and waiting at appointment

The practice seems to be very flexible in allowing patients to make an appointment on the same day – there were several patients who were fitted in, especially on the 2 Mondays we were there.

On the 2 Thursdays, the length of time spent in the waiting room seemed to be very reasonable.

On the 2 Mondays, one of the Doctors (female, possibly Dr Tattersfield) was very on time, to the extent that several patients on both occasions were unable to complete the questionnaire before they were called. In contrast,

some of the male Doctor's patients did have to wait some time (and fed back negatively on the forms).

Some of those patients who had a same day appointment did have to wait, but this seems reasonable as they had to be slotted in around the regular appointments. One patient was seen almost immediately as he needed quick attention.

Observations (Volunteer 2)

Most patients spoke very highly of the practice and that it was relatively easy to book an appointment and see a doctor but it was sometimes difficult to see the doctor of choice. We observed that some patients seemed to waiting a long time to be seen; certainly on the days we visited, patients could be sitting in the waiting room up to an hour.

Observations (Summary)

It is noted that all comments about staff attitude were of a positive nature.

Please convey this to all members of staff!

Section 4

Commentaries, Sorted by Issue Identified

Record No: 4146	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health ((Field Not Known))		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "I joined the surgery 2 yrs ago, and the doctors & staff here are professional & friendly, appointments are good, waiting time sometimes can be something too long". "I have been in and out of Ladywell unit this year,I feel they treat you as you feel down."		

Record No: 4410	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Child had diagnosis of cancer, really good doctors, very helpful, generally very helpful, receptionist very helpful, appointments can be difficult."		

Record No: 4143	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Needed an emergency appointment for my son who was unwell, staff very helpful+ accomodating very good service."		

Record No: 4493	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Easy to book appointments very friendly service, my children are very comfortable coming here."		

Record No: 4509	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I've been with this surgery for 3 years and find the doctors and staff friendly & helpful in contrast to my experience at their practices in the past)."</p> <p>"It can sometimes be difficult to get a convenient appointment and unless it's an emergency, it can be several days but on the whole I am happy with the service."</p>		

Record No: 4379	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Find staff helpful and polite, have no problem getting an appointment, got one within the hour, only problem once here have quite a long wait."</p>		

Record No: 4403	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I have'nt had any major issues with this practice, staff are very polite and courteous."</p>		

Record No: 4390	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Very easy to make appointments, seen on time is very good, and the staff is very helpful, surgery very clean and tidy, overall it is a very well run surgery."</p>		

Record No: 4498	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I find the oakview family practice very helpful, and easy to use, available in an emergency and always deal with us professionally + courteously."</p>		

Record No: 4406	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I found the service provided very helpful, I have no problems or issues with doctors surgery."		

Record No: 4499	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I find the practice helpful and have a good relationship with the doctors."		

Record No: 4378	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I find the surgery quite helpful, but it is very hard to get appointments, most of the doctors are very helpful."		
"I don't like that you can only present them with one problem at a time."		

Record No: 4496	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I find my doctors are excellent, waiting times are usually very good and doctors take time to listen."		

Record No: 4501	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I have been at this Dr's for over 5 years now had 2 children,always find them very helpful."		

Record No: 4489	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
" I think they are a great team supporting help understanding and always willing to help."		

Record No: 4160	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Good service, everybody friendly good appointment system, receptionists very helpful, re if I cannot get an appointment, they will tell me what to do."		

Record No: 4402	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I was suffering from chest pains, back pain & headache for few weeks, Dr Davies was very helpful and sent me to Lewisham Hospital to get all the appropriate tests done, I have no complaints."		

Record No: 4035	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I find that all the staff in here are all friendly and the doctors all listen to the problems and advise you what you can do if no treatment or antibiotics are needed."		

Record No: 4169	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Always been very helpful, no complaints at all."		

Record No: 4137	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Very good surgery, doctors reception staff, if ring before 8.30am, you get an appointment the same day."		

Record No: 4504	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "It's very easy to make an appointment, however there are times when you cannot get through to actually make the appointment." "If you have an appt for 10 it is very rare you get seen at 10, it is usually much later, staff are polite, don't get a lot of time to talk to the GP however I feel the time with the doctor is ok."		

Record No: 4019	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "The surgery hours are good and the receptionists are brilliant."		

Record No: 4021	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "No problems at all, appointments easy to get, receptionists always accomodating, Drs helpful and polite- lovely surgery and nothing but compliments for them all."		

Record No: 4032	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "I have been with my GP for almost 10 yrs and have visited them for many reasons for myself and my family. " "Sometimes very serious reasons but mostly not so, they always find an appointment for me, and are always very understanding and accomodating."		

Record No: 4158	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Has got a lot better, since this time last year, not a long waiting time,"		
"Friendly gentle nurse and health visitors as well as the doctors themselves."		

Record No: 4017	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Unfortunately I have found it very difficult to get an appointment, when I phoned, I was told that the first appointment available was a week away, also being that I work full time, I found it difficult that I could not phone the surgery at lunchtime as it is closed". Staff (reception and medical) are however very helpful."		

Record No: 4154	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I found all drs to be very helpful and understanding so all in all I am personally satisfied."		

Record No: 4034	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I find the doctors here are very helpful, and all the staff here are very friendly, it's the best doctors I have ever known."		

Record No: 4027	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I would like to say that I am pleased with care and service at Oakview family practice. The doctors, nurses and midwives are very caring, they listen to your concerns and minister care as appropriate."		
"The receptionists and other staff are courteous and efficient as well, on the whole they are very organised."		

Record No: 4037	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"I don't have any problems getting an appointment, they are very helpful"		
"Only thing is opening hours is not enough, I think other than that everything is fine, and they do good service."		

Record No: 4048	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Easy to get an appointment, very friendly over the phone".		

Record No: 4170	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<ol style="list-style-type: none"> 1. " Family Friendly Practice." 2. " Making appointments easy (there and then)." 3. " Appointments made within 1 or two days". 4. " Doctors up to date with your family history." 5. " First impression when entered (organised friendly uncluttered)." 		

Record No: 4494	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Find them very good & helpful."		

Record No: 4014	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
"Very happy, with their service and very friendly, very good service always helpful and never a negative attitude."		

Record No: 4412	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"A regular appointment at my doctors surgery, emergency easily obtainable, staff always frendly and helpful."</p> <p>"Community Midwife home visit 2 Dec 2010, a usually excellent service, unfortunately badly represented by a useless midwife, who'd rather talk economics & politics rather than actually do her job, was not happy."</p>		

Record No: 4491	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"After an overdose, the people at Oakview Family Practice were very kind and helpful, when it came to recovery, with no judgement, an offer of counselling and medical treatment and advice for the after effects experienced."</p>		

Record No: 4173	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Positive)		
Content:		
<ol style="list-style-type: none"> 1. " Family Friendly Practice." 2. " Making appointments easy (there and then)." 3. " Appointments made within 1 or two days". 4. " Doctors up to date with your family history." 5. " First impression when entered (organised friendly uncluttered)." 		

Record No: 4012	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Osteopath Clinic)		
Issue Identified: Cost, Treatment/Care, N/A (Positive)		
Content:		
<p>"Visting osteopath which is very helpful, as I am a single parent on benefits it's brilliant to be able to be seen and it doesn't cost anything."</p> <p>The only issue is she is in high demand and apponitments are very few and hard to get booked."</p>		

Record No: 4405	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Diagnosis, Commission, Misdiagnosis (Negative)		
Content: "I had sciatica but later found out it was cancer, I would have liked my GP to send me for an MRI scan earlier, to detect this, whould would have been in August and not October when the hospital diagnosed it ."		

Record No: 4529	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Diagnosis, Commission, Misdiagnosis (Negative)		
Content: "Suffering depression, I was seen by 3 different doctors, and given 3 different diagnosis before antidepressants, very confusing time."		

Record No: 4162	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Diagnosis, General Complaint/Compliment, N/A (Negative)		
Content: "For the health care to see a patient quickly and go through the examination before summary of diagnosis." Priority should be given to the most vulnerable in the society e.g. children, elderly, pregnant women etc."		

Record No: 4526	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Diagnosis, General Complaint/Compliment, N/A (Negative)		
Content: "Service rendered at Oakview is alright, however I would like GP's to also listen to suggestions from patients as alternatives." "If one test is conducted and nothing is detected, that does not mean everything is ok with the patient, they should go into details with more tests, I am saying this because some problems take a long time to be detected and it is only proper tests can read this."		

Record No: 4391	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Sanitation, Environmental, Hygiene (Positive)		
Content: "Very easy to make appointments, seen on time is very good, and the staff is very helpful, surgery very clean and tidy, overall it is a very well run surgery."		

Record No: 4144	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Dermatology)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral, N/A (Negative)		
Content: "Myself and 7 other family members developed a skin condition that went on for 16 months, we were given tablets and nothing seemed to work." "I asked to see a dermatologist but was turned down, about two years in the condition."		

Record No: 4016	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
Content: "Unfortunately I have found it very difficult to get an appointment, when I phoned, I was told that the first appointment available was a week away, also being that I work full time, I found it difficult that I could not phone the surgery at lunchtime as it is closed". Staff (reception and medical) are however very helpful."		

Record No: 4038	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
Content: "I don't have any problems getting an appointment, they are very helpful" "Only thing is opening hours is not enough, I think other than that everything is fine, and they do good service."		

Record No: 4153	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
Content: "I have been a patient here for just a year almost, and so far find the service here ok, I only have one question with the service, and that is if it would be possible to have a Saturday surgery and more convenient times for people who work, apart from that I am satisfied."		

Record No: 4018	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Positive)		
Content: "The surgery hours are good and the receptionists are brilliant."		

Record No: 4031	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health ((Field Not Known))		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "I have found this practice very good so far, easy to make appointments."		

Record No: 4411	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Cancer)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Child had diagnosis of cancer, really good doctors, very helpful, generally very helpful, receptionist very helpful, appointments can be difficult."		

Record No: 4492	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Easy to book appointments very friendly service, my children are very comfortable coming here."		

Record No: 4380	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Find staff helpful and polite, have no problem getting an appointment, got one within the hour, only problem once here have quite a long wait."		

Record No: 4382	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Called surgery at 10.00 given an appointment in less than an hour, always given appointments quickly, although sometimes find length of time wait in the waiting room." "Drop in service New Cross found the service really useful, when my son was ill over the weekend."		

Record No: 4408	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Everything is OK and you can get appointments ok, sometimes when you get appointment you can wait up to 45 minutes."		

Record No: 4389	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Very easy to make appointments, seen on time is very good, and the staff is very helpful, surgery very clean and tidy, overall it is a very well run surgery."		

Record No: 4531	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Very good service, can always get appointment."		

Record No: 4396	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Phoned up for app for sore throat, was able to get an appointment without problem."		

Record No: 4399	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "No complaints very good, easy to make an appointment."		

Record No: 4393	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Very easy to get a same day appointment, but at times the waiting times is very long." "Being able to pick up repeat prescriptions from a chemist would be ideal for a person with a busy lifestyle."		

Record No: 4508	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "I've been with this surgery for 3 years and find the doctors and staff friendly & helpful in contrast to my experience at their practices in the past)." "It can sometimes be difficult to get a convenient appointment and unless it's an emergency, it can be several days but on the whole I am happy with the service."		

Record No: 4517	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "No problem getting appointment today, do sometimes have to wait a couple of days for appointments usually, but overall very happy with the surgery."		

Record No: 4388	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Very good surgery, easy to make appointments, I have had no trouble."		

Record No: 4023	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "My local GP has brilliant service, the appointments are always good and the doctors do there best to make us better."		

Record No: 4036	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "I don't have any problems getting an appointment, they are very helpful" "Only thing is opening hours is not enough, I think other than that everything is fine, and they do good service."		

Record No: 4047	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Easy to get an appointment, very friendly over the phone".		

Record No: 4147	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "I joined the surgery 2 yrs ago, and the doctors & staff here are professional & friendly, appointments are good, waiting time sometimes can be something too long". "I have been in and out of Ladywell unit this year,I feel they treat you as you feel down."		

Record No: 4043	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"I am happy with the service they are efficient and I can usually get an appointment quite quickly."		

Record No: 4033	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"I have been with my GP for almost 10 yrs and have visited them for many reasons for myself and my family. "		
"Sometimes very serious reasons but mostly not so, they always find an appointment for me, and are always very understanding and accomodating."		

Record No: 4377	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"I find the surgery quite helpful, but it is very hard to get appointments, most of the doctors are very helpful."		
"I don't like that you can only present them with one problem at a time."		

Record No: 4020	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"No problems at all, appointments easy to get, receptionists always accomodating, Drs helpful and polite- lovely surgery and nothing but compliments for them all."		

Record No: 4372	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"Would love a nearer out of hours service, as I have young children., ie. Seldoc is quite far from my house."		
"This surgery is great, good services + can always get an appointment."		

Record No: 4045	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"Happy with service of my practice, opening times are good for me, have'nt experienced any problems with getting appointments."</p> <p>"I do miss the GP that I was seeing for a few years (DR Davis) just as a trustful relationship was beginning, he went to another practice, it takes a while to get to know another GP."</p>		

Record No: 4506	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"It's very easy to make an appointment, however there are times when you cannot get through to actually make the appointment."</p> <p>"If you have an appt for 10 it is very rare you get seen at 10, it is usually much later, staff are polite, don't get a lot of time to talk to the GP however I feel the time with the doctor is ok."</p>		

Record No: 4171	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<ol style="list-style-type: none"> 1. " Family Friendly Practice." 2. " Making appointments easy (there and then)." 3. " Appointments made within 1 or two days". 4. " Doctors up to date with your family history." 5. " First impression when entered (organised friendly uncluttered)." 		

Record No: 4138	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
<p>"Very good surgery, doctors reception staff, if ring before 8.30am, you get an appointment the same day."</p>		

Record No: 4166	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content: "Appointments are always a problem with this surgery, also waiting time, but the good thing is the doctors are very good."		

Record No: 4134	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "We moved from Southwark here Lewisham, our former surgery, we will have to call 24hrs to get an appointment, but here if you call early morning, you can get an appointment for the next day. " That good for me as mum I want to be seen as soon as possible to put my mind at rest."		

Record No: 4161	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Good service, everybody friendly good appointment system, receptionists very helpful, re if I cannot get an appointment, they will tell me what to do."		

Record No: 4151	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "I have found that get a very good service, they attend to all my medical needs, and are very good at giving me appointments when I need them, their internet service are a very good idea."		

Record No: 4039	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "I booked appointment over the phone last week, as I work full time, normally it was a bit difficult to find time which would suit me, but at the end it was ok." "It would be much better to have emergency appointment longer than 5 mins - as they have now, overall I am happy with the service provided so far."		

Record No: 4013	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Osteopath Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Negative)		
Content:		
"Visting osteopath which is very helpful, as I am a single parent on benefits it's brilliant to be able to be seen and it doesn't cost anything."		
The only issue is she is in high demand and apponitments are very few and hard to get booked."		

Record No: 4413	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content:		
"A regular appointment at my doctors surgery, emergency easily obtainable, staff always frendly and helpful."		
"Community Midwife home visit 2 Dec 2010, a usually excellent service, unfortunately badly represented by a useless midwife, who'd rather talk economics & politics rather than actually do her job, was not happy."		

Record No: 4507	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Negative)		
Content:		
"It's very easy to make an appointment, however there are times when you cannot get through to actually make the appointment."		
"If you have an appt for 10 it is very rare you get seen at 10, it is usually much later, staff are polite, don't get a lot of time to talk to the GP however I feel the time with the doctor is ok."		

Record No: 4164	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Telephone (Positive)		
Content:		
"Called to book an appointment yesterday afternoon, and get a slot for this morning, phone was picked up instantly and appointment made, happy with the service."		

Record No: 4520	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: <p>"Nov 2010 - 20 minutes rule, late time appt, made the receptionist aware of me being late, arrived just seconds to the 20 mins. The doctor refused to see my poor girl, was referred to another doctor who was with a patient for an hour, I was told, doubted that I had to leave the surgery as the message was clear that no doctor would see her after waiting for 1.5 hours, yet still you come in to the surgery GP and wait for an hour plus because the doctor is running late."</p>		

Record No: 4167	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: <p>"Appointments are always a problem with this surgery, also waiting time, but the good thing is the doctors are very good."</p>		

Record No: 4495	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content: <p>"I find my doctors are excellent, waiting times are usually very good and doctors take time to listen."</p>		

Record No: 4392	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content: <p>"Very easy to make appointments, seen on time is very good, and the staff is very helpful, surgery very clean and tidy, overall it is a very well run surgery."</p>		

Record No: 4394	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: <p>"Very easy to get a same day appointment, but at times the waiting times is very long."</p> <p>"Being able to pick up repeat prescriptions from a chemist would be ideal for a person with a busy lifestyle."</p>		

Record No: 4409	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: "Everythink is OK and you can get appointments ok, sometimes when you get appointment you can wait up to 45 minutes."		

Record No: 4383	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: "Called surgery at 10.00 given an appointment in less than an hour, always given appointments quickly, although sometimes find length of time wait in the waiting room." "Drop in service New Cross found the service really useful, when my son was ill over the weekend."		

Record No: 4381	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: "Find staff helpful and polite,have no problem getting an appointment , got one within the hour, only problem once here have quite a long wait."		

Record No: 4041	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: "I am very pleased with my medical care, and the care for my family." Non emergency appointments maybe a wait however in emergency can get appointments."		

Record No: 4140	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content: "Shorten waiting times to see a doctor."		

Record No: 4505	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"It's very easy to make an appointment, however there are times when you cannot get through to actually make the appointment."</p> <p>"If you have an appt for 10 it is very rare you get seen at 10, it is usually much later, staff are polite, don't get a lot of time to talk to the GP however I feel the time with the doctor is ok."</p>		

Record No: 4148	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Negative)		
Content:		
<p>"I joined the surgery 2 yrs ago, and the doctors & staff here are professional & friendly, appointments are good, waiting time sometimes can be something too long".</p> <p>"I have been in and out of Ladywell unit this year, I feel they treat you as you feel down."</p>		

Record No: 4157	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content:		
<p>"Has got a lot better, since this time last year, not a long waiting time,"</p> <p>"Friendly gentle nurse and health visitors as well as the doctors themselves."</p>		

Record No: 4510	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
<p>"I've been with this surgery for 3 years and find the doctors and staff friendly & helpful in contrast to my experience at their practices in the past)."</p> <p>"It can sometimes be difficult to get a convenient appointment and unless it's an emergency, it can be several days but on the whole I am happy with the service."</p>		

Record No: 4516	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content: "No problem getting appointment today, do sometimes have to wait a couple of days for appointments usually, but overall very happy with the surgery."		

Record No: 4135	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content: "Very good, waiting time for an appointment is about 1 week."		

Record No: 4141	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Positive)		
Content: "Really good round here, phone you up for appointment if you forget it." "Lewisham Hospital /Kings saved my life."		

Record No: 4015	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content: "Unfortunately I have found it very difficult to get an appointment, when I phoned, I was told that the first appointment available was a week away, also being that I work full time, I found it difficult that I could not phone the surgery at lunchtime as it is closed". Staff (reception and medical) are however very helpful."		

Record No: 4139	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Cardiology)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "They've been good to me, been here 10 years they've been absolutely top, rate, he has heart problem."		

Record No: 4049	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "6 kids all come here everything fine."		

Record No: 4521	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Oakview Family Practice good doctors."		

Record No: 4525	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Really good staff & Dr's are great."		

Record No: 4407	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "GP quite efficient-give compliment."		

Record No: 4518	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "No problem getting appointment today, do sometimes have to wait a couple of days for appointments usually, but overall very happy with the surgery."		

Record No: 4397	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Oakview is a lovely doctors surgery, it offers patients a lot of help in all different ways."		

Record No: 4400	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "My experience with them over the last two years has been excellent, all the family comes in here."		

Record No: 4386	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Very Good"		

Record No: 4404	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I have been using this practice since my family moved into the area."		

Record No: 4042	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I am happy with the service they are efficient and I can usually get an appointment quite quickly."		

Record No: 4136	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Very good, waiting time for an appointment is about 1 week."		

Record No: 4398	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "No problems good service very happy."		

Record No: 4530	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "This surgery is very good."		

Record No: 4522	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "On the whole practice good."		

Record No: 4497	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I find the oakview family practice very helpful, and easy to use, available in an emergency and always deal with us professionally + courteously."		

Record No: 4500	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I have always been very pleased with the service, this practice provides, they have been a constant support to our family."		

Record No: 4532	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Very good service, can always get appointment."		

Record No: 4533	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Very Good"		

Record No: 4384	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"Called surgery at 10.00 given an appointment in less than an hour, always given appointments quickly, although sometimes find length of time wait in the waiting room."</p> <p>"Drop in service New Cross found the service really useful, when my son was ill over the weekend."</p>		

Record No: 4172	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<ol style="list-style-type: none"> 1. " Family Friendly Practice." 2. " Making appointments easy (there and then)." 3. " Appointments made within 1 or two days". 4. " Doctors up to date with your family history." 5. " First impression when entered (organised friendly uncluttered)." 		

Record No: 4040	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I booked appointment over the phone last week, as I work full time, normally it was a bit difficult to find time which would suit me, but at the end it was ok."</p> <p>"It would be much better to have emergency appointment longer than 5 mins - as they have now, overall I am happy with the service provided so far."</p>		

Record No: 4025	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
<p>"I'm very happy with the service I get from my doctors and think it is well run."</p>		

Record No: 4022	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): ("Provider Not Known") (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "My local GP has brilliant service, the appointments are always good and the doctors do there best to make us better."		

Record No: 4026	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I'm really happy with services I receive."		

Record No: 4387	Date: 09/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Very good surgery, easy to make appointments, I have had no trouble."		

Record No: 4527	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Service rendered at Oakview is alright, however I would like GP's to also listen to suggestions from patients as alternatives." "If one test is conducted and nothing is detected, that does not mean everything is ok with the patient, they should go into details with more tests, I am saying this because some problems take a long time to be detected and it is only proper tests can read this."		

Record No: 4376	Date: 09/12/2010	Source: Meeting, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content: "I find the surgery quite helpful, but it is very hard to get appointments, most of the doctors are very helpful." "I don't like that you can only present them with one problem at a time."		

Record No: 4168	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Appointments are always a problem with this surgery, also waiting time, but the good thing is the doctors are very good."		

Record No: 4150	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I have found that get a very good service, they attend to all my medical needs, and are very good at giving me appointments when I need them, their internet service are a very good idea."		

Record No: 4149	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I have used this surgery for a number of years for myself and my children, and I have always been happy with the level of care we receive."		

Record No: 4165	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Been with practice a number of years and have been very happy with the service." "I am also very pleased with the support we have received."		

Record No: 4152	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I have been a patient here for just a year almost, and so far find the service here ok, I only have one question with the service, and that is if it would be possible to have a Saturday surgery and more convenient times for people who work, apart from that I am satisfied."		

Record No: 4155	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I am very happy with the service of Lewisham Healthcare, and Oakview surgery."		

Record No: 4156	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I am happy with the service, I am confident with advice/ diagnosis given by the GP's."		

Record No: 4044	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Help me when I had my baby, help me get back to work,, I am pleased with care the surgery gives me, help me when my mum and dad need it."		

Record No: 4523	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Only 5 months in here, 2 months ago gave birth,care about me and baby very well."		

Record No: 4163	Date: 25/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Feeling down after birth of baby, now receiving counselling help and advice great service."		

Record No: 4519	Date: 15/12/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Omission, N/A (Negative)		
Content:		
<p>"Nov 2010 - 20 minutes rule, late time appt, made the receptionist aware of me being late, arrived just seconds to the 20 mins. The doctor refused to see my poor girl, was referred to another doctor who was with a patient for an hour, I was told, doubted that I had to leave the surgery as the message was clear that no doctor would see her after waiting for 1.5 hours, yet still you come in to the surgery GP and wait for an hour plus because the doctor is running late."</p>		

Record No: 4046	Date: 18/11/2010	Source: Outreach, Oakview Family Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, Preference, N/A (Negative)		
Content:		
<p>"Happy with service of my practice, opening times are good for me, have'nt experienced any problems with getting appointments."</p> <p>"I do miss the GP that I was seeing for a few years (DR Davis) just as a trustful relationship was beginning, he went to another practice, it takes a while to get to know another GP."</p>		

End of Report