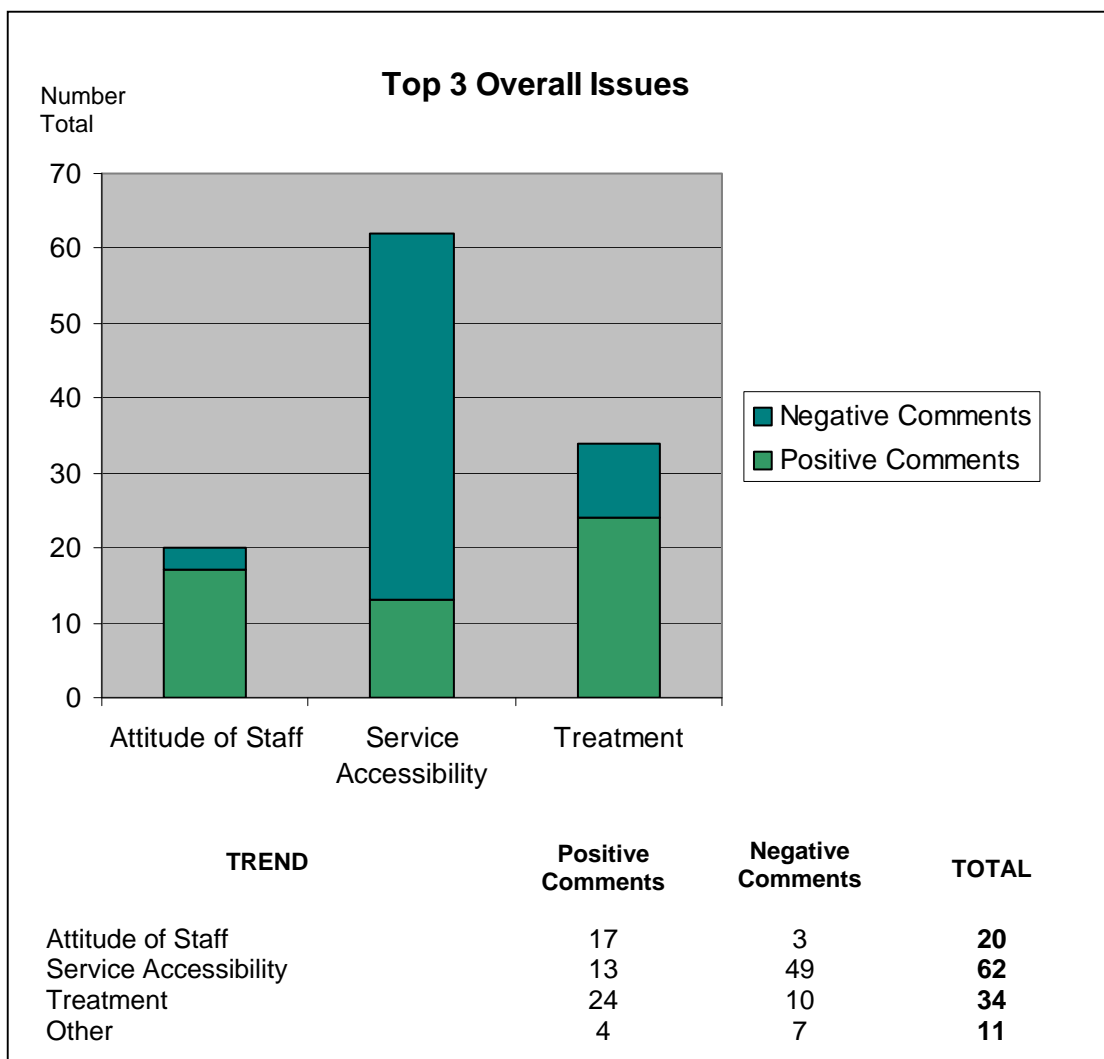


## This Report

<b>Provider:</b>	Rushey Green Group Practice
<b>Date:</b>	25 October 2010 – 22 November 2010
<b>Narrative:</b>	<p>Lewisham LINK conducted outreach at Rushey Green Group Practice from 25 October 2010 – 22 November 2010 and recorded 155 service user comments, 127 of which related to the Practice.</p> <p>This report identifies the top 3 overall trends (<b>Section 1</b>), analyses the top trend (<b>Section 2</b>) and offers observations made while on the premises (<b>Section 3</b>).</p>

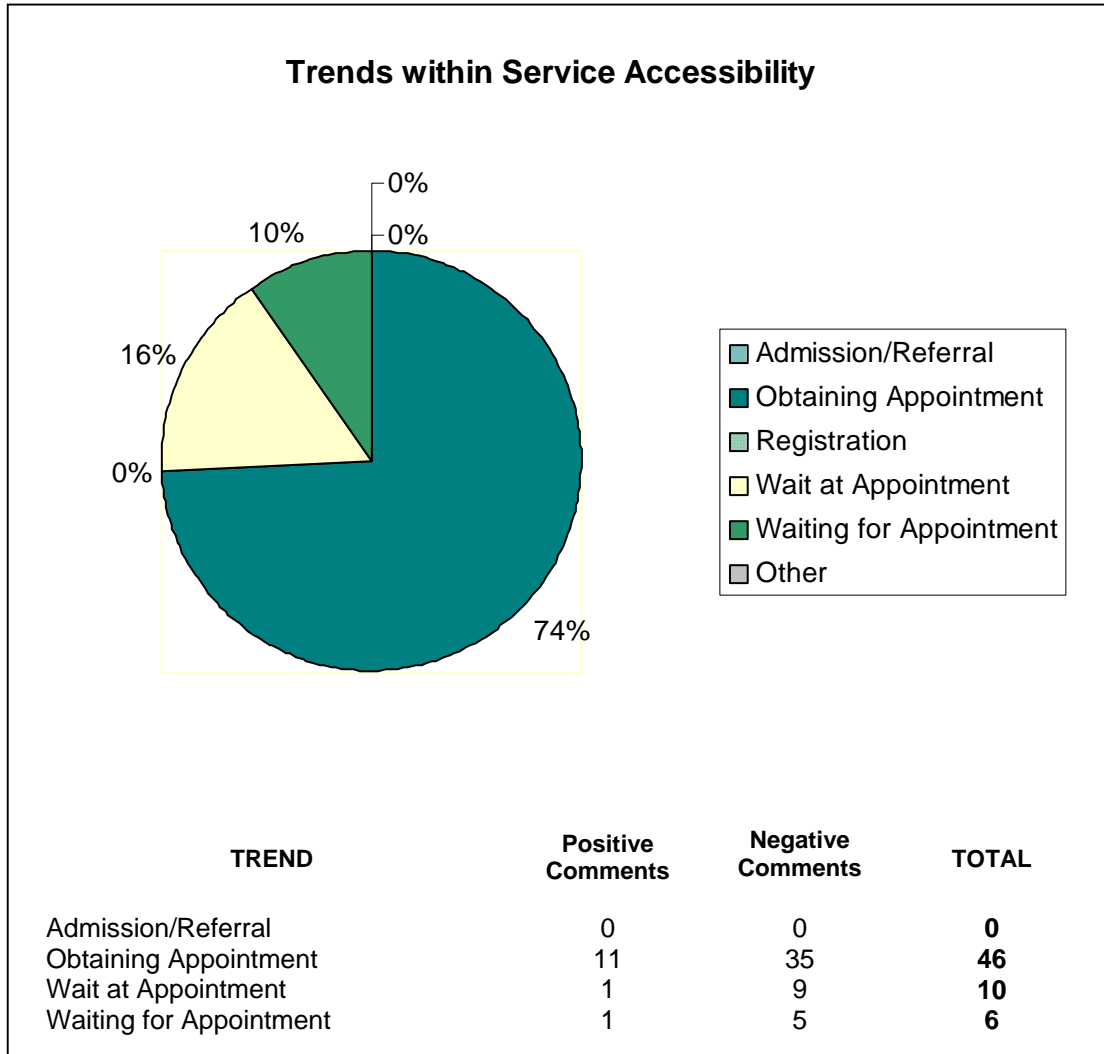
## Section 1



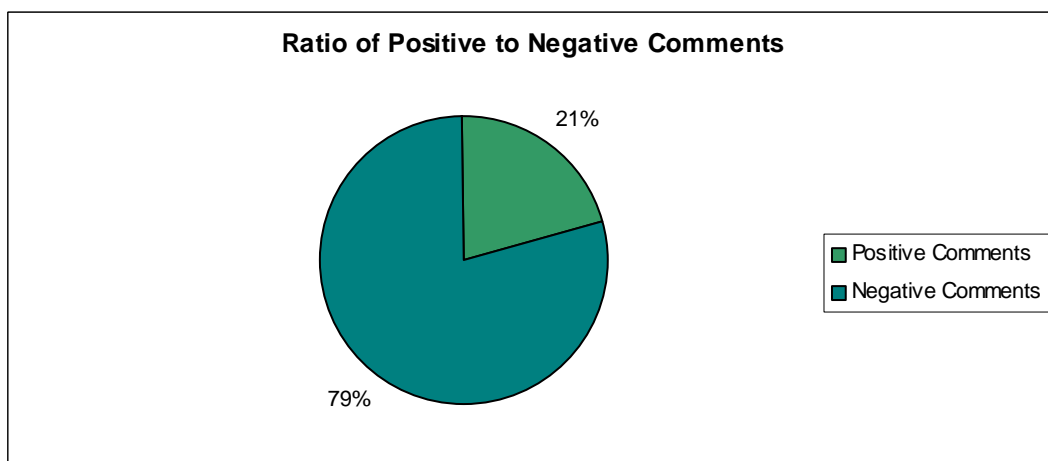
## Section 2

### Top Trend Analysis

The largest trend was Service Accessibility, which polled 62 comments (49% of the total). The largest trend within that was Obtaining Appointment, which polled 46 comments (74% of the total within Service Accessibility).



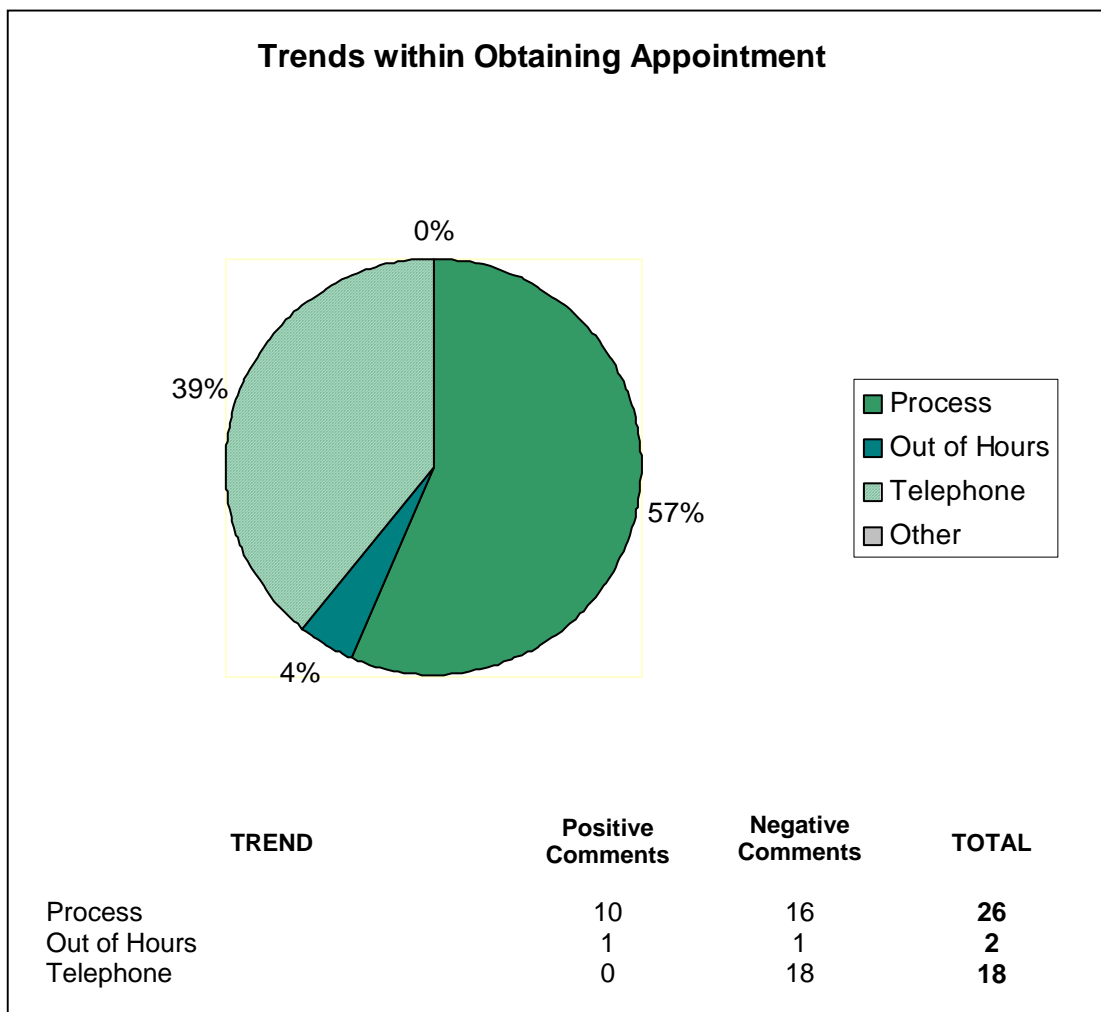
13 (21%) of comments were positive and 49 (79%) were negative.



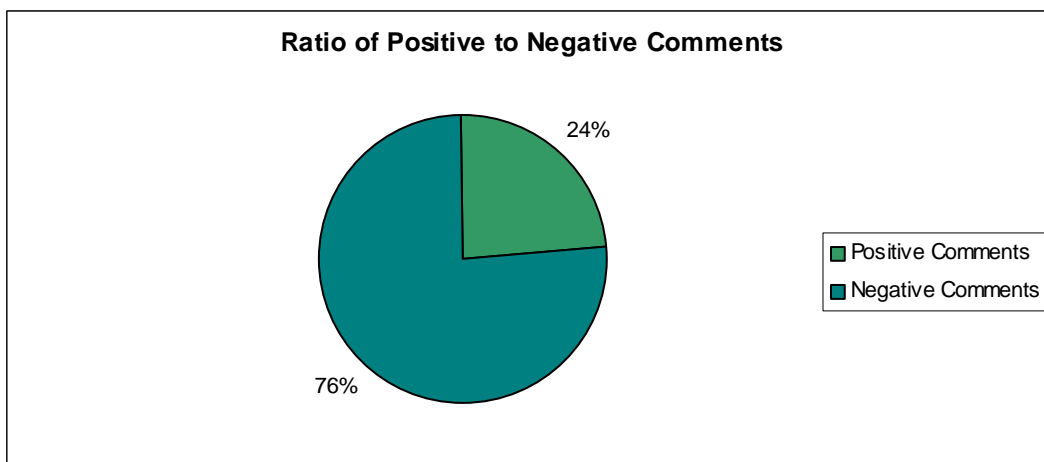
## Section 2

### Sub-Trend Analysis

The largest sub-trend was Appointments Booking Process, which polled 26 comments (57% of the total within Obtaining Appointment).



11 (37%) of comments were positive and 35 (63%) were negative.



## Commentaries

### Appointments Booking Process

<b>Record No:</b> 3909	<b>Date:</b> 15/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"Overall I think the Rushey Green Practice is very good. However it always proves difficult to book an appointment -especially when trying to book over the telephone using the automated service. It could be much more simpler to use."		

<b>Record No:</b> 3914	<b>Date:</b> 15/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"The service provided is okay though is hard to book an appointment but every other thing is okay."		

<b>Record No:</b> 3985	<b>Date:</b> 22/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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 think the doctors are very good and supportive and is very local as well. I think there should be more appointments to offer to us as it is very hard to get one often as there already booked."		

<b>Record No:</b> 3904	<b>Date:</b> 15/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"It takes more time to book for an appointment."		

<b>Record No:</b> 3911	<b>Date:</b> 15/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"Sometimes it is difficult to get an appointment to see a doctor. I am also not happy with the way emergencies are handled."		

<b>Record No:</b> 3983	<b>Date:</b> 22/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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 they are very good when you need a sameday appointment they will help and give you an appointment."		

<b>Record No:</b> 3996	<b>Date:</b> 22/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"To try and get an appointment here sometimes can be really hard, especially if its an emergency and I don't feel up to sitting around in A&E. But on the plus side the staff are really friendly and helpful."		

<b>Record No:</b> 3978	<b>Date:</b> 22/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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 always have the appointment that is convenient to me. Doctor's and Nurses at the practice are very helpful."		

<b>Record No:</b> 3998	<b>Date:</b> 22/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"Try ringing to book appointment with the automated machine. The earliest day it was given me was five days from the above date but when I spoke to someone I had appointment in 2 hours which means there is problem with the automation it needs to be sorted."		

<b>Record No:</b> 3993	<b>Date:</b> 22/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
<p>"The online booking system works very well as well as the text reminder for appointments. This service is however unavailable for under 18's and makes it very difficult to make appointments for non urgent medical needs without taking unnecessary time off school when you are not sure of seeing the doctor on the day."</p> <p>"Occasionally the pharmacist is away either due to attending meetings or for other reasons . Patients sometimes need to visit the pharmacy 2 or even 3 in a day to get medication if the pharmacy is absent. A system that allows the dispensing of medication in the phramcists absence needs to be developed to avoid these delays."</p>		

<b>Record No:</b> 3916	<b>Date:</b> 15/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
<p>"This is an excellent surgery. Doctors are enthusiastic , responsive and caring. However the appointment system is a total nightmare, have to come in person to book an appointment on phone always 2-3 weeks away."</p>		

<b>Record No:</b> 3900	<b>Date:</b> 15/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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 (Positive)		
<b>Content:</b>		
<p>"I'm pregnant and everytime I need an appointment I always get one straight away. Really helpful and friendly service."</p>		

<b>Record No:</b> 3819	<b>Date:</b> 08/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<b>Field (Work Area):</b> Health (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 (Negative)		
<b>Content:</b>		
<p>"I tried call in the morning at about 8:15 am to book an appointment for my twin girls but the receptionist would not book my kids on because she thought is a routine check and not emergency. I had a call from my girls (school) saying that I should book this GP appointment. I think this was wrong. (3/11/10)"</p>		

<b>Record No:</b> 3818	<b>Date:</b> 08/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"I am quite satisfied with the service except when needing an appointment in can become difficult."		

<b>Record No:</b> 3572	<b>Date:</b> 25/10/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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 came here with my daughter, she's got a chest infection, suffered all night and this morning, easy booked appointment which was an emergency which was really nice."		

<b>Record No:</b> 3559	<b>Date:</b> 25/10/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"I think the waiting time should be improved, and the online booking system improved as well. ie. On how to book online in that is not as straight forward as they claim."		
"Lastly the GP's are always late. I have never been seen on my specified time slot."		

<b>Record No:</b> 3573	<b>Date:</b> 25/10/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
'It's great that I can get an emergency appointment for my 2yr old daughter. I wish that that when I need an appointment for myself it could be as soon.'		

<b>Record No:</b> 3569	<b>Date:</b> 25/10/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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>		
"Getting appointments is rather tough, for you should be able to call the surgery and get an appointment instead of having to come to the surgery."		

<b>Record No:</b> 3727	<b>Date:</b> 01/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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> "Emergency doctors appointment -quite easy to book, hopefully will not be a long waiting time."		

<b>Record No:</b> 3574	<b>Date:</b> 25/10/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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> "It's great that I can get an emergency appointment for my 2yr old daughter. I wish that that when I need an appoinment for myself it could be as soon."		

<b>Record No:</b> 3733	<b>Date:</b> 01/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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> "It is extremely difficult to get an appointment at the surgery, I can call all day to get in, but there are never any left, and I 'm told to call back the next day again. Even when asked to pre-book an appointment by the doctor., the receptionists are hardly able to because either they are all gone, or they cannot access dates do far ahead as two weeks. This has meant I have missed necessary check-ups."		

<b>Record No:</b> 3817	<b>Date:</b> 08/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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> "Health care at this practice has improved tremendously in the last few years, better appointment service and availability to see one's preferred GP. However there is still room for improvement. Staff are quite polite and helpful."		

<b>Record No:</b> 3568	<b>Date:</b> 25/10/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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> "Fed up of not being able to book an appointment in advance to see the doctor. The system is wrong, I know to see the doctor, but after working a night shift, have to start calling at 8am"  "If I'm lucky I'll get through, AND I'M NOT ALWAYS GUARANTEED TO SEE SOMEONE. JOKE."		

<b>Record No:</b> 3722	<b>Date:</b> 01/11/2010	<b>Source:</b> Outreach, Rushey Green Group Practice
<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> "Difficult to get an appointment." "Difficult to park when you come by car." "Other than that fine." "Good Pharmacy Service, staff helpful & knowledgeable."		

## Section 3

### Observations

- The information provided on display boards and in the leaflet dispenser is well organised and informative.
  - The blood pressure monitor in the waiting area is well used but the chair used can be a bit of a hazard due to the wheels on a tiled floor.
  - The staff are very approachable and can be seen assisting patients who find it difficult to use the electronic registration screen.
  - Access to the pharmacy without have to leave the main building is very helpful especially for those with mobility issues.
  - The availability of a water machine for waiting patients is very helpful.
  - As a new building the level access gives good ergonomic design and planning.
  - Any housekeeping issues identified are quickly reported and remedied by staff (toilet light and front door closing mechanism).
  - Clinical staff come and collect patients from the waiting room personally.
- 
- Some patients had a long wait to be seen by their appropriate clinician.
  - Not all clinicians have access to or use the electronic appointment board, which can be slightly confusing especially for those with hearing difficulties.
  - When one of the receptionists is busy on the phone or with a new patient registration the queue can cause access problems as the patients line up across the main entrance to the waiting room. This can make both entry and exiting the area difficult.
  - There appears to be a lot of patients who report to the practice reception desk when they are for services on the top floor.

### Overall Comments

As an outreach team we appreciate the support given by the practice team and hope that this report will help focus future service development.

The feedback from patients shows that there is a large number of people that have difficulty getting an appointment and also that a smaller number experience longer than expected waiting times.

The positive comments about treatment are very encouraging for the team and all the staff displayed a friendly and approachable manner.