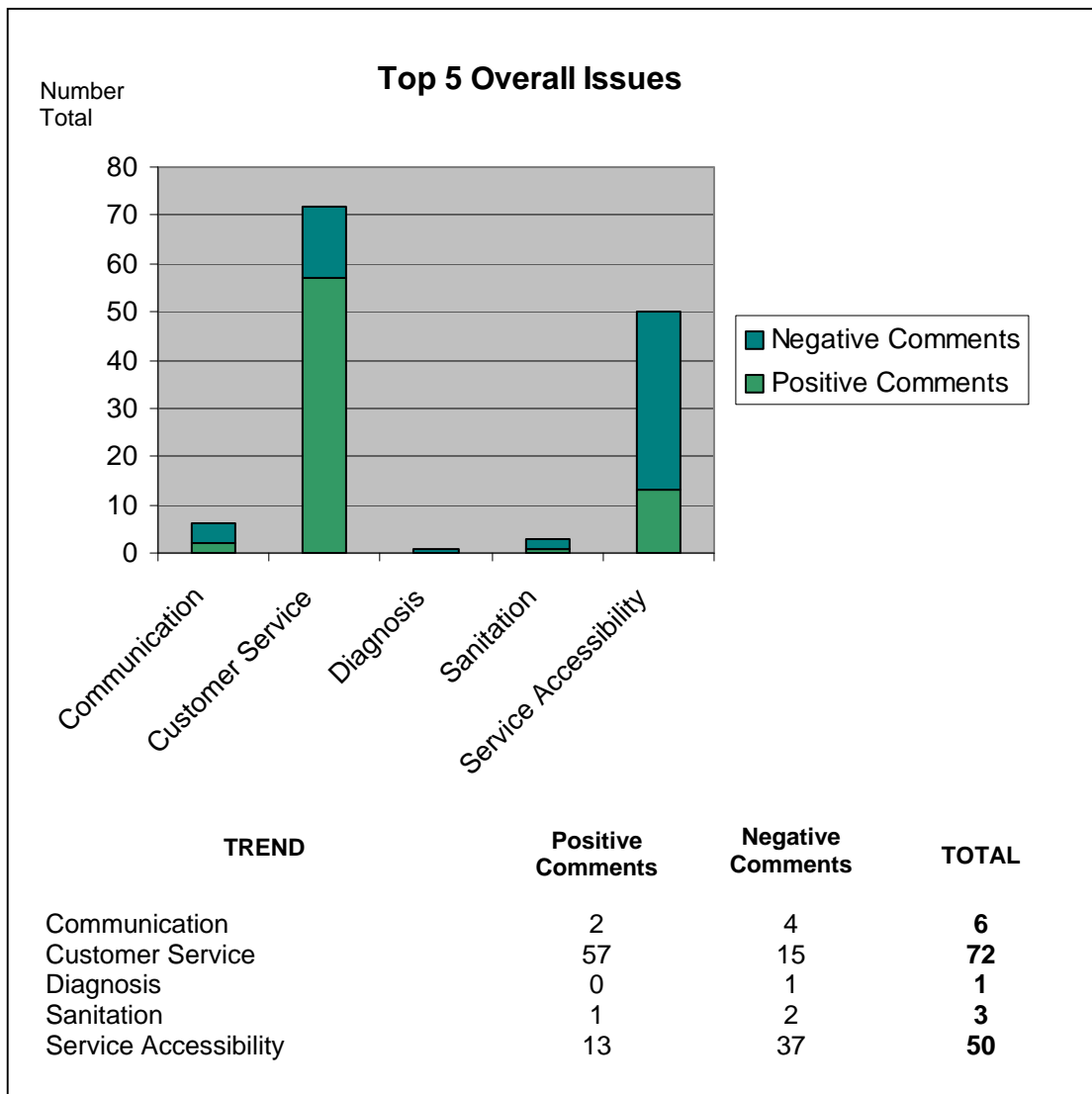


This Report

Provider:	St. John's Medical Centre
Date:	14 April 2010 - 19 May 2010
Narrative:	Lewisham LINK conducted outreach at St. John's Medical Centre from 14 April - 19 May 2010 and recorded 136 service user comments that relate to the Medical Centre. This report identifies the top 5 overall trends (Section 1) and analyses the 2 top trends (Section 2).

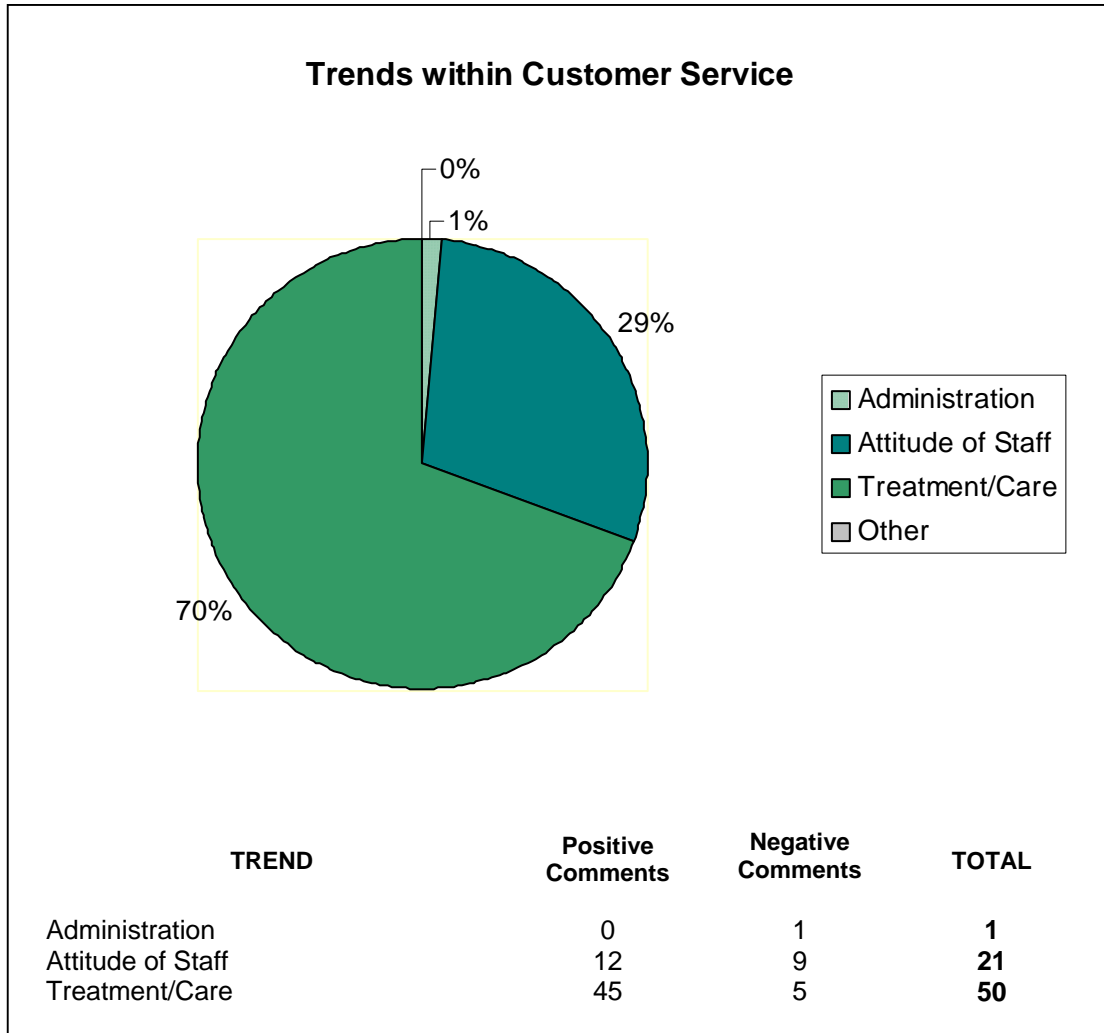
Section 1



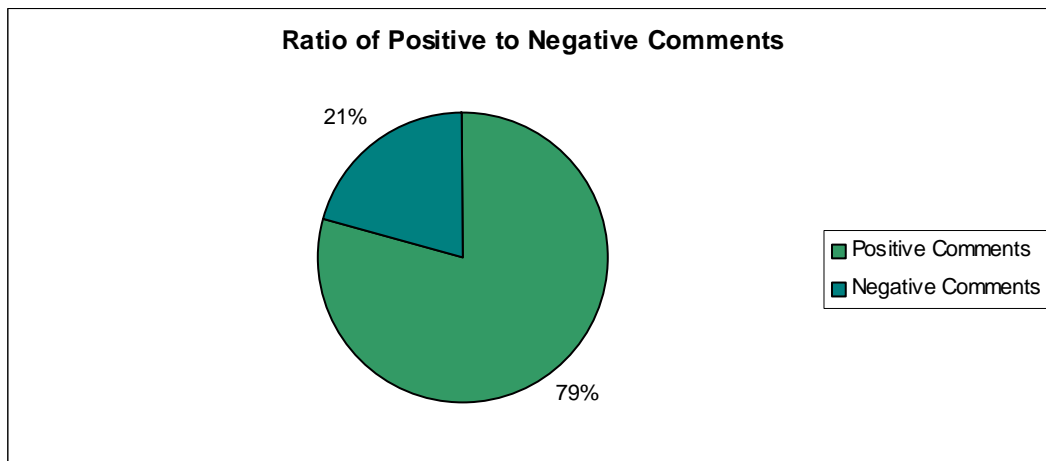
Section 2

Top Trend Analysis

The largest trend was Customer Service, which polled 72 comments (53% of the total). The largest sub-trend was Treatment/Care, which polled 50 comments (70% of the total within Customer Service).



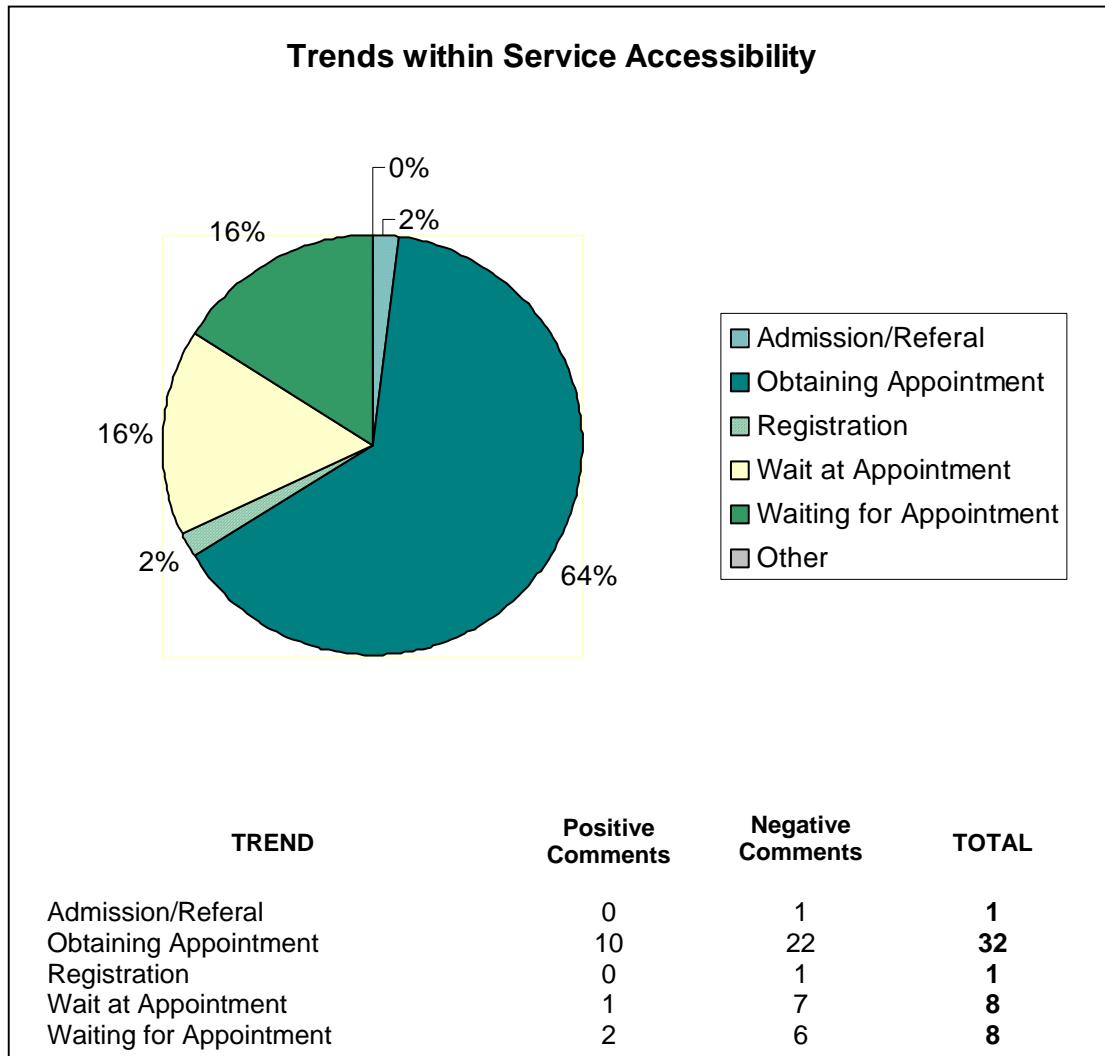
57 (79%) of comments were positive and 15 (21%) were negative.



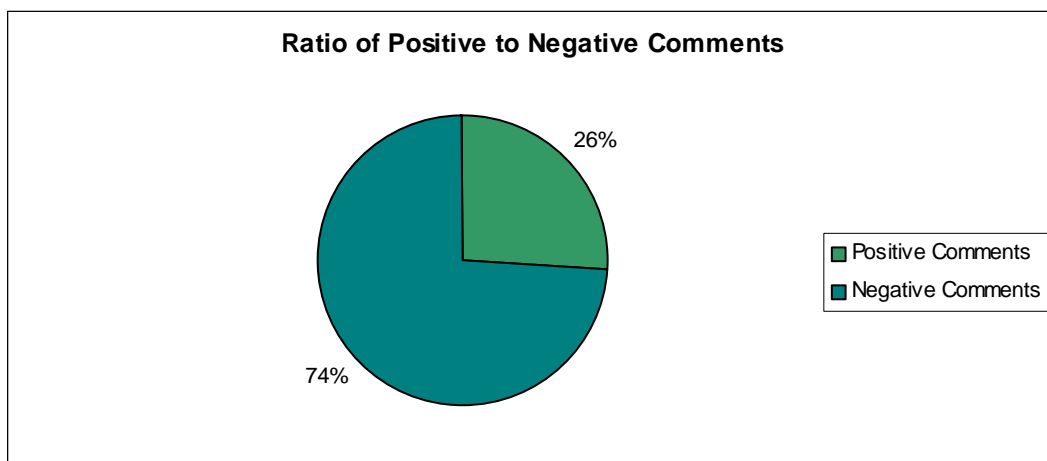
Section 2

Top Trend Analysis

The second largest trend was Service Accessibility, which polled 50 comments (37% of the total). The largest sub-trend was Obtaining Appointment, which polled 32 comments (64% of the total within Service Accessibility).



13 (26%) of comments were positive and 37 (74%) were negative.



Commentaries

St. John's Medical Centre, 14 April - 19 May 2010

Record No: 1688	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Accessibility, Distance (Negative)		
Content:		
<p>"Health visiting services has been quite patchy. I recently had a baby at kings and had to make many phone calls to even see a health visitor after my cesarean section. It would be very helpful if I could have my checks with the local GP surgery rather than having to travel to the Jenner Health Centre and I still haven't heard about the 8 month check!"</p>		

Record No: 1865	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Accessibility, Distance (Positive)		
Content:		
<p>"My experiences to date have been overwhelmingly positive. Great to have so many services so close by. Doctors and other staff at St. Johns Medical Centre are excellent. "</p>		

Record No: 1822	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Communication/Information, Staff Awareness (Negative)		
Content:		
<p>"Some of the administrative staff have difficulty in taking accurate messages for the Doctors. Combined with some Doctors not looking at recent medical history, this results in getting little or incorrect information in return. Something that could easily be resolved with a phone call usually ends up requiring a visit/appointment."</p>		

Record No: 1869	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Communication/Information, User Awareness (Negative)		
Content:		
<p>"It would be nice to have your own doctor, mine used to be Miss Powloska . She was great, it is not nice when you have an appointment and you don't know who you are going to see, apart from that it is ok."</p>		

Record No: 1577	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Communication/Information, User Awareness (Negative)		
Content:		
<p>"My personal experiences are of good and bad. Most of it was a bad experience when it comes to referral and long waiting lists that never end. Lack of information about some services that are available for use but made unavailable due to lack of information.</p> <p>It's really more of bad experiences than good. Therefore I would like to implore you to improve your services."</p>		

Record No: 1817	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Communication/Information, User Awareness (Positive)		
Content:		
<p>"We have been in Lewisham since August 2009, but we found help with our benefits very good - we approached Deptford centre for help and advice - good response. All problems with benefits are all sorted now."</p>		

Record No: 1658	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Communication/Information, User Awareness (Positive)		
Content:		
<p>"I have only moved to this area but the medical clinic seems clean, big and more modern than the one in Canada Water. The lady that registered me here was very friendly although there was a hitch in the self check in, as my appointment was placed in twice and for an earlier time than I was told. The text reminder is also very efficient and innovative."</p>		

Record No: 1583	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Communication/Information, User Awareness (Negative)		
Content:		
<p>"A mobile health clinic that was at Lewisham centre a few weeks back, did a spot check on peoples cholestereol. Cholesterol checks are normally done after 12 hrs fasting. I am not sure how accurate these results will be."</p>		

Record No: 1804	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Administration (Negative)		
Content:		
<p>"Some of the administrative staff have difficulty in taking accurate messages for the Doctors. Combined with some Doctors not looking at recent medical history, this results in getting little or incorrect information in return. Something that could easily be resolved with a phone call usually ends up requiring a visit/appointment."</p>		

Record No: 1639	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: (Provider Not Known)
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
<p>"The overall experience is good, but what they could improve on is the reception desk. More friendly help. Translators available. Quicker service."</p>		

Record No: 1867	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
"The reception/administration at my particular surgery seems beaureaucratic and not particularly friendly or welcoming. However, the service provided by doctors and practice nurses is excellent."		

Record No: 1657	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"I have only moved to this area but the medical clinic seems clean, big and more modern than the one in Canada Water. The lady that registered me here was very friendly although there was a hitch in the self check in, as my appointment was placed in twice and for an earlier time than I was told. The text reminder is also very efficient and innovative."		

Record No: 1861	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"I think health service is very good . I am able to book an appointment with my GP at the same day or the next day. The doctors are really polite and helpful. So I can't complain. I do not think any improvement is necessary."		

Record No: 1670	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
"I gave birth to my little boy at lewisham hospital and felt I was looked after extremely well. I work in a dental practice in Lewisham so I can't really give any info on dental experience.		
As for my GP, I am always offered an appointment when needed, but once when my son was really unwell with a high temp he was sick, on the way out and I was expected to get down on my hands and knees to clean it off of the carpet ! I felt this was awful as my son was so sick."		

Record No: 1598	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"I have always had a good service, from my medical centre (St Johns) the reception staff are generally polite and helpful and I 'm very happy with the care and advice I receive fom my doctors."		

Record No: 1647	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"It's my first day registering at the clinic. So far I have found the service very good + friendly."		

Record No: 1644	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"This surgery St John's is excellent and helpful, Dentist at brockley has an understanding and very helpful dentist. It would be good to start Tai and exercise for our general health. "		

Record No: 1675	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"I do not need to use GP often, but I have always found staff to be helpful at all times. When I gave birth to my daughter a few years ago, Lewisham Hospital were very accommodating, helpful and made me feel at ease. The midwives were approachable + pleasant."		

Record No: 1680	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"Our GP is St John's Medical Centre, I have never had any problems when I go there and need doctor's help. Service is good, staff polite."		

Record No: 1907	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"Health services is quite good, however I believe they need more staff to reduce the queue. The staff are quiet friendly and very professional , they provide great services to the best and their ability so on that note they try."		

Record No: 1806	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
"Receptionists reluctant. Been with practice for 15 years - receptionist told him not on list - came back another time, another receptionist just put him back on list -..not sure if original receptionist still here. Like it at this practice. Actually receptionist still not responsive - disappeared for short while when I wanted to ask why I was still waiting half an hour after my appointment."		

Record No: 1902	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"All my experiences with NHS in Lewisham, have been good, I find them positive helpful and very professional."		

Record No: 1667	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
"The staff at St Johns Medical Centre could have a better telephone manner as I myself have had a bad service via telephone."		

Record No: 1797	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"I am very happy with the excellent service I have always received at St. John's Medical Centre. The reception staff are very professional and friendly and will go that bit extra to help. The doctors are great. The surgery continually make improvements that make the service more efficient."		

Record No: 1719	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
"Very hard to get an appointment! I am a dance student and am in classes 8.30 to 6.30 and wait weeks till I can see someone."		
"Doctors are obviously very busy, but the last doctor I saw was very unfriendly and abrupt, would be good if they could be more kind sometimes."		
I live in the south and my experiences there have been much more pleasant."		

Record No: 1585	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
"So far I did not have any problems, however things could be improved eg few nurses are rude and inconsiderate. They need to change their attitude or leave the profession if they are unable to provide good care."		

Record No: 1829	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
<p>"Upstairs toilets was locked, and I was very uhappy about this. I locked myself in for 5 minutes and no one was communing. I felt very distressed and I'm not willing to come to this surgery any more, especially when the doctor asked me to take some urine samples. Where I am suppose to take the sampls?."</p>		

Record No: 1706	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
<p>"We have lived here for 2 years and have always found the health services available to be efficient, staff are polite and helpful and the emergency appointment system appears to be effective."</p> <p>"The pharmacy attached to the health centre also proves beneficial and the pharmacist is charming and very helpful."</p> <p>"We have no reason to complain about the health care service we receive."</p>		

Record No: 1700	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
<p>"Generally the health seems in Lewisham is good, have not had any bad experience. This surgery is very good for appointments and cheeriness. The receptionist and doctors are very polite and helpful."</p>		

Record No: 1780	Date: 04/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
<p>"Vein operation very good. Dermatologist good too. Dr's receptionist in GP service Torridon Road Practice not as helpful as could be - leave phone to ring for long time."</p>		

Record No: 1686	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"I am very happy with service at St John's surgery and happy with hopital service I receive from Lewisham Hospital."</p>		

Record No: 1685	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"Mostly very pleased with services provided by my G.P and my Health Centre. I am a nurse and work at Lewisham Hospital. So if I am ill sometimes depending on my off Duty I am unable to attend the Doctor's surgery during the week. I would very much like my Doctors to maybe open again on a Saturday."</p>		

Record No: 1684	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content:		
<p>"I would like to have more time to explain to Doctor, 10 mins is not good then you have to book a new appointment, I work, I don't have time, I need more time so the doctor can explain better."</p>		

Record No: 1710	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"It will be better that the St John's Medical Centre opens twice at weekends, instead of once a month, the reason being that there are a lot of working parents around the area, who are only available during weekends."</p> <p>"Meanwhile St Johns Medical Centre is doing very good services."</p>		

Record No: 1879	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"Since I've been registered with this GP surgery (2008) I'm happy with it, with my doctor."</p>		

Record No: 1595	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"Doctors always great, service & appoitment always available. Midwife excellent consistant and friendly. Dentist great sometimes delays for appointments, Overall everything very good."</p>		

Record No: 1579	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"The system is doing a fine service, the only thing that could be sorted are the waiting times."</p>		

Record No: 1576	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"The Health and Social care services in Lewisham comparatively good, effort should be made in our teaching hospital to put certain things in place and attend to people as at when due. The GP's are wonderful especially at ST Johns Medical Centre."		

Record No: 1876	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I am satisfied with the health service provided by my local doctors' surgery - Deptford Surgery."		

Record No: 1870	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"The service is good but there's always a chance for improvement."		

Record No: 1891	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I have always been quite satisfied with the NHS and my doctors surgery. They do very good jobs under the circumstances and conditions they work. Sack the managers."		

Record No: 1575	Date: 15/04/2010	Source: Meeting
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT/UHL
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Ideas for improvement, the waiting times in some clinics could be shortened more hassle free. I enjoy most of my visits to the clinics or hospitals in lewisham."		

Record No: 1652	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"So far I am happy with the services I get, and also for my children. But only thing sometime I think sometime I think some of the doctor don't listen to you, and try to give you the best ideas. Same way come in, same way you go out, some doctor don't care."		

Record No: 1592	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content: "I'm very satisfactory happy."		

Record No: 1604	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content: "Overall Services are helpful & has been useful to me and my family."		

Record No: 1615	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content: "The service getting better than what it was a few years ago."		

Record No: 1574	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content: "My doctors is good, no complaints there."		

Record No: 1596	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content: "I don't visit the doctors very much, but the care has been pretty good."		

Record No: 1873	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content: "Generally very good, although I still don't feel my health concerns are always taken seriously . Because I do not fall within tick boxes I've been made to feel at times that it is all in my head. This is not the case. Although doctors are well trained, we know our bodies. Some empathy would be nice. Note, this isn't every professional but the negative minority have a major impact."		

Record No: 1590	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"I have 2 special needs children of 18 and nearly 13. The care we have received from ST Johns Medical Centre and ST Thomas Hospital has very good, I do however have a problem neither child is very keen on coming to appointments. Also both avoid any tests and injections. A more friendly approach to appointments and any interventions would help me enormously."</p>		

Record No: 1641	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"My experience was quite good. Better coordintaion between services. For example cancelling the appointments."</p>		

Record No: 1591	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"Medical Centre - always a good quality , friendly service."</p>		

Record No: 1607	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"Time Management? However sometime good care quality."</p>		

Record No: 1616	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"To me I don't think it is really bad, but more can do to keep the community like more care for the elderly, and more help for the young people to keep of the street.</p> <p>But I like my GP's and pharmacies, and done hospital appointments not good."</p>		

Record No: 1594	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
<p>"I have always had a good service, from my medical centre (St Johns) the reception staff are generally polite and helpful and I 'm very happy with the care and advice I receive fom my doctors."</p>		

Record No: 1812	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Good health practice at St. John's, but found it difficult to arrange on appointment, particularly if you work full time during the day. Staff and doctors are helpful and practical - baby clinic very busy in my experience and therefore very impersonal."		

Record No: 1809	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"My recent experiences of the health service are related to maternity. I was with the St. Thomas team of midwives who I visited at the Waldron Health Centre in New Cross. The service was fine except that they clearly need many more midwives. Also, some of the midwives that I met were strangely anti-home birth, which is peculiar. Generally, I find the health service I am offered in Lewisham to be a decent one."		

Record No: 1606	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I think the ST Johns Medical Centre has been a brilliant idea. I would love to see GP's assigned to an individual until treatment is finished."		

Record No: 1709	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Hospital service good, first rate care after heart bypass, ST Johns practice very considerable treatment".		

Record No: 1866	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"The reception/administration at my particular surgery seems bureaucratic and not particularly friendly or welcoming. However, the service provided by doctors and practice nurses is excellent."		

Record No: 1634	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"The service that I have received from all health care depts are very good. Nurses, Hospital, Doctors, Pharmacy. Wish all other services were the same."		

Record No: 1807	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I have had good experiences of the health services I have received so far."		

Record No: 1819	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"GP service is excellent. Maternity care needs to be improved - homebirth should be routinely supported + named midwives visit women at home for antenatal care."		

Record No: 1717	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Our GP at St Johns Medical Centre is always quick in terms of answering enquiries and provides excellent service, am happy with the overall service that our GP provides, however the only thing we would like is that rather than making appointments on a daily basis. I believe it would have been better to be able to arrange appointments on a different day."		

Record No: 1701	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content:		
"More time with GP, More GP groups, more care not just thinking of costs. More local work in centres that will be able to treat you, not able to take your stats."		

Record No: 1824	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"We just moved down from Bournemouth. I am very happy with the service I received in St. John's Medical Centre. And I also went a few times to the emergency department in Lewisham hospital and I am very happy with service there as well."		

Record No: 1827	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Health services are very good, they provide good services to their patients but only thing they have to improve on is that whenever I have an appointment, takes quite a long time to see Doctor or Nurses."		

Record No: 1823	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I have found the local GP services helpful, caring and supportive. I can be seen fast and have had the appropriate support when needed."		

Record No: 1654	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Very good! Excellent, distinct nurses, doctors in this surgery very good!"		

Record No: 1656	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"My dentist is positive private (Southwark).Too difficult to get a dentist in Lewisham. Patient/doctor group at our local surgery held mostly during the day. Workers are grossly underrepresented. No parking near Lewisham Hospital or at Lewisham which is free/affordable. You have to pray that you don't get anything long - term. Despite above complaints - my local surgery is mostly fantastic."		

Record No: 1663	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: (Provider Not Known)
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content:		
"So far I am happy with the services I get, and also for my children. But only thing sometime I think sometime I think some of the doctor don't listen to you, and try to give you the best ideas. Same way come in, same way you go out, some doctor don't care."		

Record No: 1642	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"My experience of Lewisham NHS (St Johns Medical Centre) is very good generally. However it is frustating being unable to phone up for an advanced appointment, always being told to call first thing on the following morning. This could be improved , but is it because there are so many patients? The new surgery is really great though "		

Record No: 1668	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content:		
"When you go to a clinic and see a doctor very often they do not diagnose your problem correctly and do not take enough care and effort to treat your problem."		

Record No: 1650	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"GPs, Opticians, are very good in the various hospitals I have stayed and I am very happy with the care given."		

Record No: 1887	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I have got a positive all the area of health departments in Lewisham borough. Example, my GP and Lewisham Hospital."		

Record No: 1882	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"From my experience the facilities that I have managed to have been involved with have been at a reasonable standard . I think that there are some room for improvement."		

Record No: 1895	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Any decision, organisation to make health better for all is good. So far I have not had any disappointment with the health services I have received. But there ia always room for improvement especially in this field."		

Record No: 1906	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Everything is all right for me so far...."		

Record No: 1900	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I am first time visitor to St John's Health Centre. It is good. Overall services in Lewisham is satisfactory. Thanks."		

Record No: 1883	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"My experiences to date have been overwhelmingly positive. Great to have so many services so close by. Doctors and other staff at St. Johns Medical Centre are excellent. "		

Record No: 1682	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Diagnosis, Misdiagnosis (Negative)		
Content:		
"When you go to a clinic and see a doctor very often they do not diagnose your problem correctly and do not take enough care and effort to treat your problem."		

Record No: 1800	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Medication, Delay (Negative)		
Content:		
"More time to sit and talk about your health with GP when attended to during appointments. .. able to see the same GP most time without having to wait for a long period of time. To be informed before entering Doctor room if you will be seen by a trainee Doctor. To be able to get a 24hr prescription rather than 48hrs wait."		

Record No: 1671	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Sanitation, Personal Hygiene (Negative)		
Content:		
"I gave birth to my little boy at lewisham hospital and felt I was looked after extremely well. I work in a dental practice in Lewisham so I can't really give any info on dental experience.		
As for my GP, I am always offered an appointment when needed, but once when my son was really unwell with a high temp he was sick, on the way out and I was expected to get down on my hands and knees to clean it off of the carpet ! I felt this was awful as my son was so sick."		

Record No: 1795	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Sanitation, Premises (Negative)		
Content:		
"Upstairs toilets was locked, and I was very unhappy about this. I locked myself in for 5 minutes and no one was communing. I felt very distressed and I'm not willing to come to this surgery any more, especially when the doctor asked me to take some urine samples. Where I am suppose to take the samples?."		

Record No: 1649	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Sanitation, Premises (Positive)		
Content:		
<p>"I have only moved to this area but the medical clinic seems clean, big and more modern than the one in Canada Water. The lady that registered me here was very friendly although there was a hitch in the self check in, as my appointment was placed in twice and for an earlier time than I was told. The text reminder is also very efficient and innovative."</p>		

Record No: 1609	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral (Negative)		
Content:		
<p>"My personal experiences are of good and bad. Most of it was a bad experience when it comes to referral and long waiting lists that never end. Lack of information about some services that are available for use but made unavailable due to lack of information.</p> <p>It's really more of bad experiences than good. Therefore I would like to implore you to improve your services."</p>		

Record No: 1593	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
<p>"I'm happy with the fact it opens at 8am, it has extended hours, likewise my dentist in New Cross has extended hours which I take advantage of. Dentist & checkup + cleaning once a year should be free like in Spain."</p>		

Record No: 1705	Date: 28/04/2010	Source: Meeting
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Good. But sometimes appointment are hard to get and it's inconvenient in case of emergency."</p>		

Record No: 1669	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
<p>"I gave birth to my little boy at lewisham hospital and felt I was looked after extremely well. I work in a dental practice in Lewisham so I can't really give any info on dental experience.</p> <p>As for my GP, I am always offered an appointment when needed, but once when my son was really unwell with a high temp he was sick, on the way out and I was expected to get down on my hands and knees to clean it off of the carpet ! I felt this was awful as my son was so sick."</p>		

Record No: 1909	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Hospital care has been very good (Daughter in Lewisham Hospital 2 years ago). Certain GP clinics over subscribed and very difficult to obtain an appointment."</p> <p>"Chronic fatigue - experienced frustration at length of time and no information in help."</p>		

Record No: 1660	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"I have recently given birth to my first child and found maternity service at Lewisham hospital to be excellent and also the midwife care before and after. One frustrating issue is trying to book emergency appointments at my local surgery the practice of having to call at 8am is frustrating, it would be good if this could be improved. My boyfriend has had to attend Lewisham A&E several times and also found this service to be very good."</p>		

Record No: 1811	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"The telephonenumber for booking an appointment is very busy. That is hard to book a place sometimes."</p>		

Record No: 1707	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Would like to have a Saturday surgery as there use to be, especially for members of my family who work."</p> <p>"Also access to known doctors out -of-hours as opposed to school. (24 hr care provided by surgery)."</p>		

Record No: 1638	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"My experience of Lewisham NHS (St Johns Medical Centre) is very good generally. However it is frustrating being unable to phone up for an advanced appointment, always being told to call first thing on the following morning. This could be improved , but is it because there are so many patients? The new surgery is really great though "</p>		

Record No: 1646	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"I am a patient at the Jenner health centre. The opening hours need to be long to accommodate working people -until at least 8pm. Saturday surgeries would also help. Also, surgeries reserved only for working people the early appointments, are full of pensioners who can attend later in the day. Appointments need to be bookable for up to one monthly in advance not one week as currently. I use dental and optical services outside of the borough."</p>		

Record No: 1608	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Have always been able to get an appointment, helpful staff most of the time. Think you should be able to book an appointment not wait till the day."</p>		

Record No: 1696	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"It would be helpful if we could book GP appointments one day before."</p> <p>"It is nice to be able to call at 8am for an appointment on the same day but this awkward when trying to plan work + child care commitments. A days notice would be more helpful."</p>		

Record No: 1584	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Doctors I'm not convinced about booking on the day, I call my surgery at 8.00 am, and get an engaged tone or message saying surgery is now closed. If this system is to work, then a call waiting facility should be in place."</p>		

Record No: 1586	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
<p>"St Johns Medical Centre has improved in offering on the day appointments. I have been able to obtain an appointment on the day when required."</p>		

Record No: 1702	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Very hard to get an appointment! I am a dance student and am in classes 8.30 to 6.30 and wait weeks till I can see someone."</p> <p>"Doctors are obviously very busy, but the last doctor I saw was very unfriendly and abrupt, would be good if they could be more kind sometimes."</p> <p>I live in the south and my experiences there have been much more pleasant."</p>		

Record No: 1704	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Sometimes I have a few problems to discuss with GP so I would like to book double appointment, but it's not always possible."</p> <p>"Not always possible to book an appointment by phone, so I have to be at medical centre in the morning, it is not very convenient."</p>		

Record No: 1612	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
<p>"Have always been able to get an appointment, helpful staff most of the time. Think you should be able to book an appointment not wait till the day."</p>		

Record No: 1889	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"At my GP - the only issue I have is with trying to book an appointment by telephone can take up to 30 minutes."</p>		

Record No: 1796	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Good health practice at St. John's, but found it difficult to arrange an appointment, particularly if you work full time during the day. Staff and doctors are helpful and practical - baby clinic very busy in my experience and therefore very impersonal."</p>		

Record No: 1820	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
<p>"Appointments with doctors and nurses are easily accessible. Waiting for appointment can be much longer than expected. The time issued to see health professional is sometimes disregarded because of the late schedule."</p> <p>"Blood tests need to be accessible e.g. more walk- in clinics near to be available."</p>		

Record No: 1821	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
<p>"I have found the local GP services helpful, caring and supportive. I can be seen fast and have had the appropriate support when needed."</p>		

Record No: 1859	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Better phone system for booking appointments. So that patients don't have to keep on redialing to get through."</p>		

Record No: 1674	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"It is difficult to get an appointment at St Johns Medical centre."</p>		

Record No: 1601	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
<p>"Doctors always great, service & appointment always available. Midwife excellent consistent and friendly. Dentist great sometimes delays for appointments, Overall everything very good."</p>		

Record No: 1661	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Mostly very pleased with services provided by my G.P and my Health Centre. I am a nurse and work at Lewisham Hospital. So if I am ill sometimes depending on my off Duty I am unable to attend the Doctor's surgery during the week. I would very much like my Doctors to maybe open again on a Saturday."</p>		

Record No: 1632	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
"It would be good to not have to personally come in to fill a form for the online booking facility."		

Record No: 1868	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
"In this place doctor's are very good, they very easily offered me home visits, what I really appreciate, they are good at my home, the nurses are very helpful and I'm giving up smoking. If I am late they still always see me and give extra time where I need. What is good you can get appointment on this same date."		

Record No: 1905	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
"I think its improved much better, the extent the opening hours, very good services. Make more awareness of healthy life style."		

Record No: 1888	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
"I think health service is very good . I am able to book an appointment with my GP at the same day or the next day. The doctors are really polite and helpful. So I can't complain. I do not think any improvement is necessary."		

Record No: 1877	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
"The one thing I don't like about this health centre, which is that, if you need to see a doctor and you ring after nine you don't get an apointment you have to ring anther day at 8am to see a GP. The other thing, many times when you ring you cant get through which means if I have to order a prescription you have come to surgery to do that. Thank you."		

Record No: 1908	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
"My experience has always been fine, I usually get quick appointments @ the dentist but sometimes find it hard too get Doctor's (someday) - I understand they are very busy though. On the whole satisfactory."		

Record No: 1718	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"It will be better that the St John's Medical Centre opens twice at weekends, instead of once a month, the reason being that there are a lot of working parents around the area, who are only available during weekends."</p> <p>"Meanwhile St Johns Medical Centre is doing very good services."</p>		

Record No: 1715	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Our GP at St Johns Medical Centre is always quick in terms of answering enquiries and provides excellent service, am happy with the overall service that our GP provides, however the only thing we would like is that rather than making appointments on a daily basis. I believe it would have been better to be able to arrange appointments on a different day."</p>		

Record No: 1872	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Registration (Negative)		
Content:		
<p>"I don't understand why you move house and want to change your GP you have to go through so much problem . When you already have a healthcard to show."</p>		

Record No: 1808	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
Content:		
<p>"Health services are very good , they provide good services to their patients but only thing they have to improve on is that whenever I have an appointment, takes quite a long time to see Doctor or Nurses."</p>		

Record No: 1815	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
Content:		
<p>"Having only recently moved to the area in the last 7 months I have been impressed by the local services (only GP+ hospital). To date only thing I would like to see improvement on to date is the waiting times at the local GP."</p>		

Record No: 1818	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
Content:		
<p>"Appointments with doctors and nurses are easily accessible. Waiting for appointment can be much longer than expected. I.e. The time issued to see health professional is sometimes disregarded because of the late schedule.</p> <p>"Blood tests need to be accessible e.g. more walk- in clinics near to be available."</p>		

Record No: 1587	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
Content:		
<p>"Time Management? However sometime good care quality."</p>		

Record No: 1617	Date: 15/04/2010	Source: Meeting
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT/UHL
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
Content:		
<p>"Ideas for improvement, the waiting times in some clinics could be shortened more hassle free.</p> <p>I enjoy most of my visits to the clinics or hospitals in lewisham."</p>		

Record No: 1618	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
Content:		
<p>"The system is doing a fine service, the only thing that could be sorted are the waiting times."</p>		

Record No: 1828	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
Content:		
<p>"Receptionists reluctant. Been with practice for 15 years - receptionist told him not on list - came back another time, another receptionist just put him back on list - ..not sure if original receptionist still here. Like it at this practice. Actually receptionist still not responsive - disappeared for short while when I wanted to ask why I was still waiting half an hour after my appointment."</p>		

Record No: 1830	Date: 05/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment (Positive)		
Content:		
<p>"More time to sit and talk about your health with GP when attended to during appointments. .. able to see the same GP most time without having to wait for a long period of time. To be informed before entering Doctor room if you will be seen by a trainee Doctor. To be able to get a 24hr prescription rather than 48hrs wait."</p>		

Record No: 1904	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Negative)		
Content:		
<p>"Health services is quite good, however I believe they need more staff to reduce the queue. The staff are quiet friendly and very professional , they provide great services to the best and their ability so on that note they try."</p>		

Record No: 1886	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Negative)		
Content:		
<p>"In general I think the HSC is good the waiting times for GP appointments could be shorter though. All in all good."</p>		

Record No: 1683	Date: 22/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Negative)		
Content:		
<p>"Health visiting services has been quite patchy. I recently had a baby at kings and had to make many phone calls to even see a health visitor after my cesarean section. It would be very helpful if I could have my checks with the local GP surgery rather than having to travel to the Jenner Health Centre and I still haven't heard about the 8 month check!"</p>		

Record No: 1897	Date: 20/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Positive)		
Content:		
<p>"A very good service. Prompt appointments, short waiting times, competent staff - no complaints. I hope it can stay like this through the inevitable cutbacks."</p>		

Record No: 1890	Date: 12/05/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Positive)		
Content:		
<p>"With my current condition I was dealt with promptly and efficiently compared to a few years ago (with my GP and Lewisham Hospital). Dentist on the other hand I was registered as a NHS patient and yet still have to pay a fee for the initial appointment, which is out of order."</p>		

Record No: 1588	Date: 15/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Negative)		
Content:		
<p>"A very long wait to see GP for a very short appointment time. Also waited 2 weeks to be given the appointment. This needs to be improved. I feel very rushed when I do see a doctor. Tend not to come unless I'm desperate. I have had a good experience at the dentist recently, felt informed & empowered to make decisions . More support for families with young children please."</p>		

Record No: 1713	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Negative)		
Content:		
<p>"Some time when you ring to see a doctor, they tell you there is no appointment until a week's time, when you feel very poor, you have to go to A&E instead of seeing your doctor."</p>		

Record No: 1716	Date: 28/04/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Negative)		
Content:		
<p>"I think it is very hard to phone the doctors to get an appointment, my mum was trying for a whole hour, to get through, when she did it was fully booked, as my mum is 90 years old, it was very stressful, for her and me, we had to walk to the clinic, it was not the first time this has happened."</p>		

End of Report