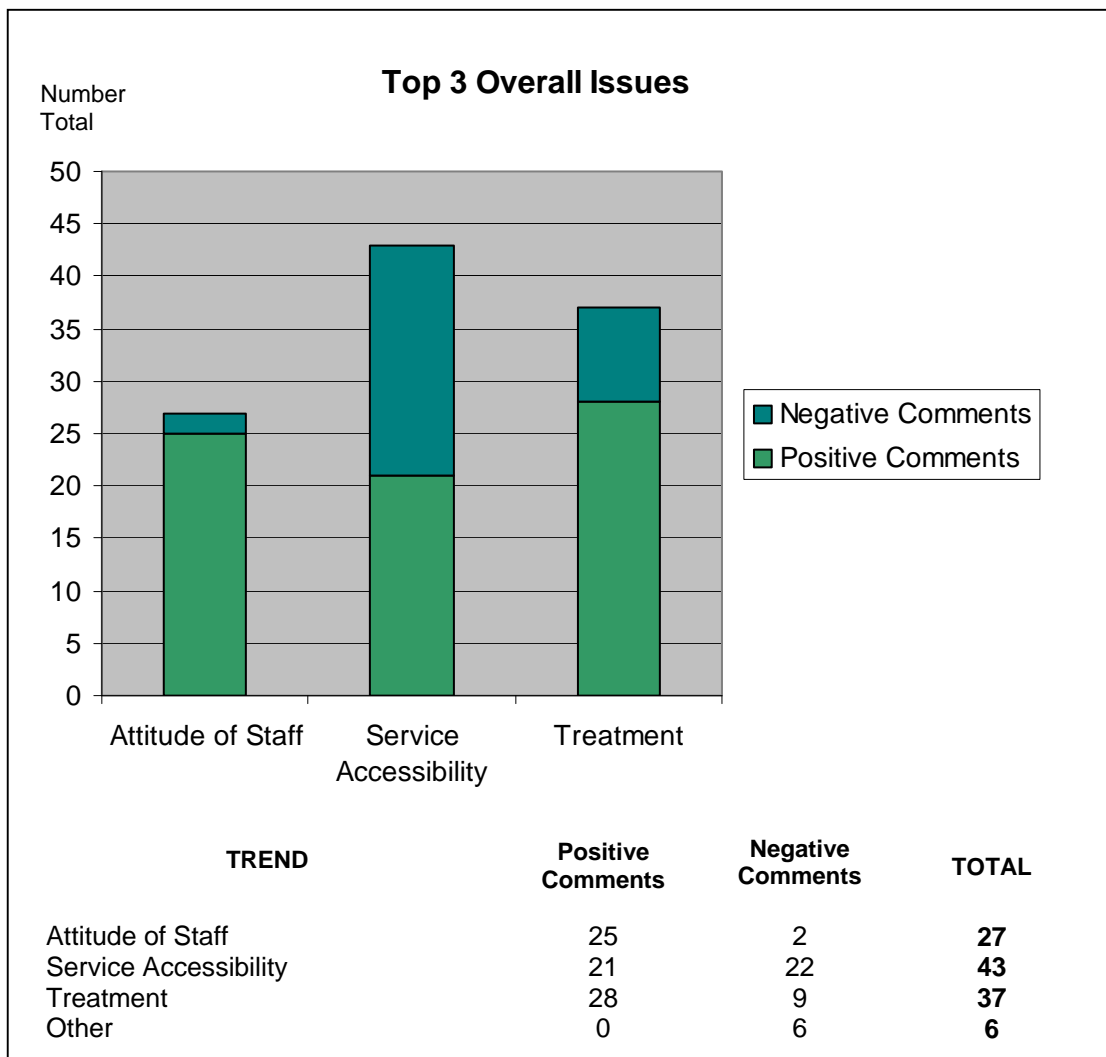


This Report

Provider:	Sydenham Green Group Practice
Date:	29 November 2010 – 14 December 2010 (5 Sessions)
Narrative:	Lewisham LINK conducted outreach at Sydenham Green Group Practice from 29 November 2010 – 14 December 2010 and recorded 153 service user comments, 113 of which related to the Practice. This report: <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)

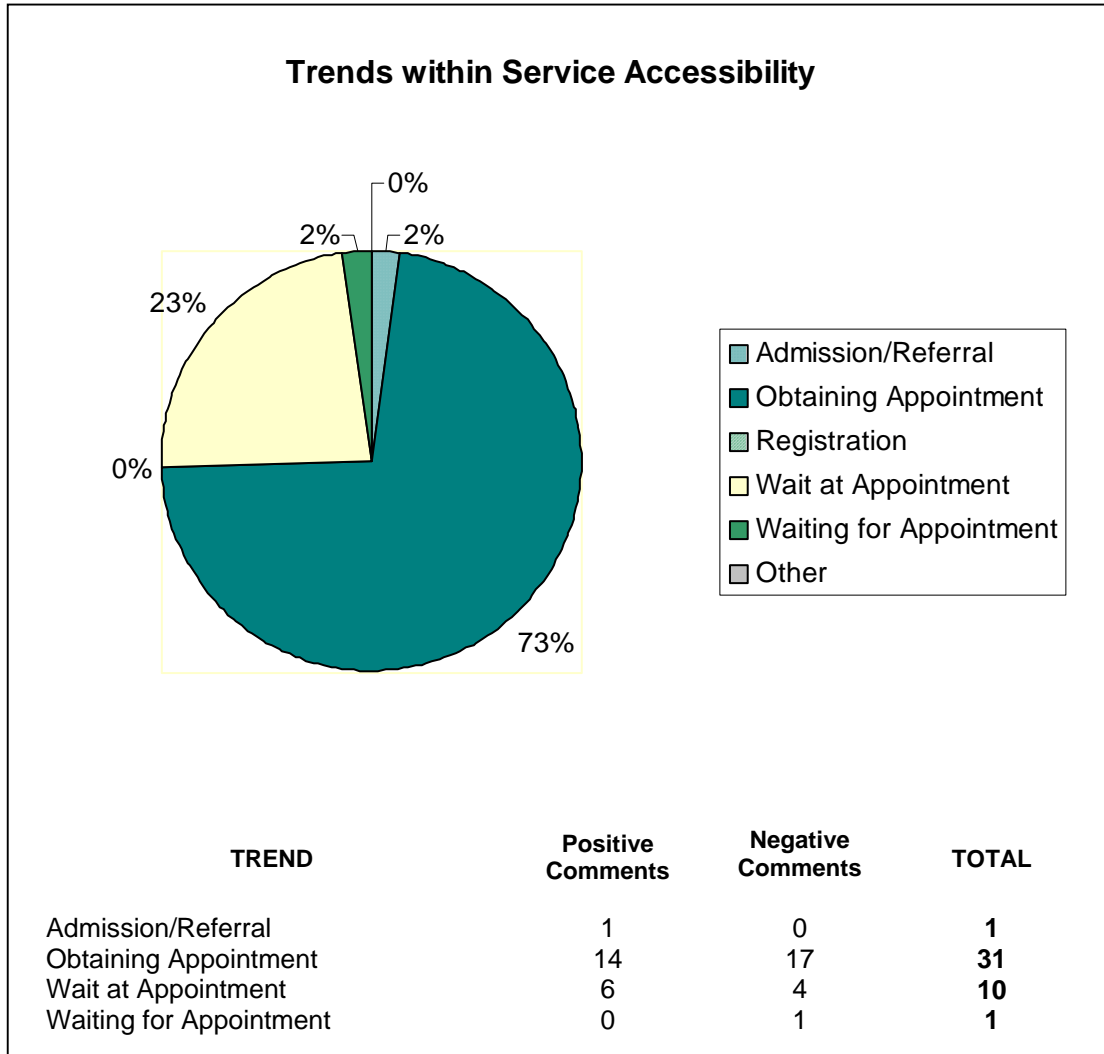
Section 1



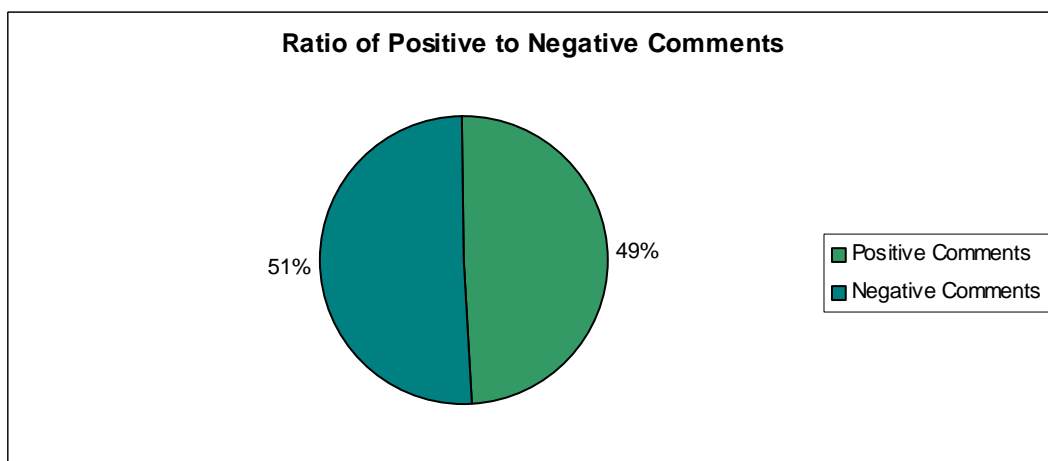
Section 2

Top Trend Analysis

The largest trend was Service Accessibility, which polled 43 comments (38% of the total). The largest trend within that was Obtaining Appointment, which polled 31 comments (73% of the total within Service Accessibility).

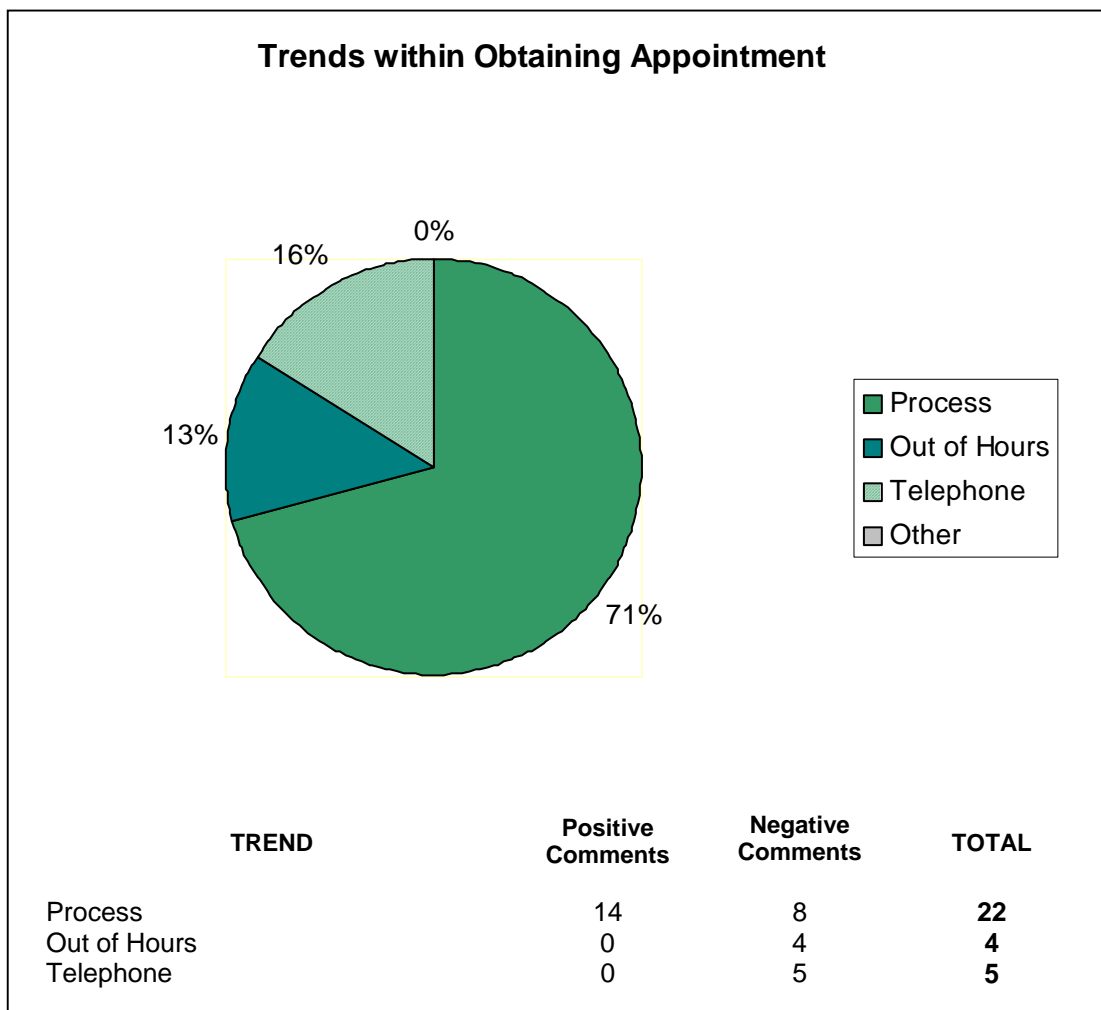


21 (49%) of comments were positive and 22 (51%) were negative.

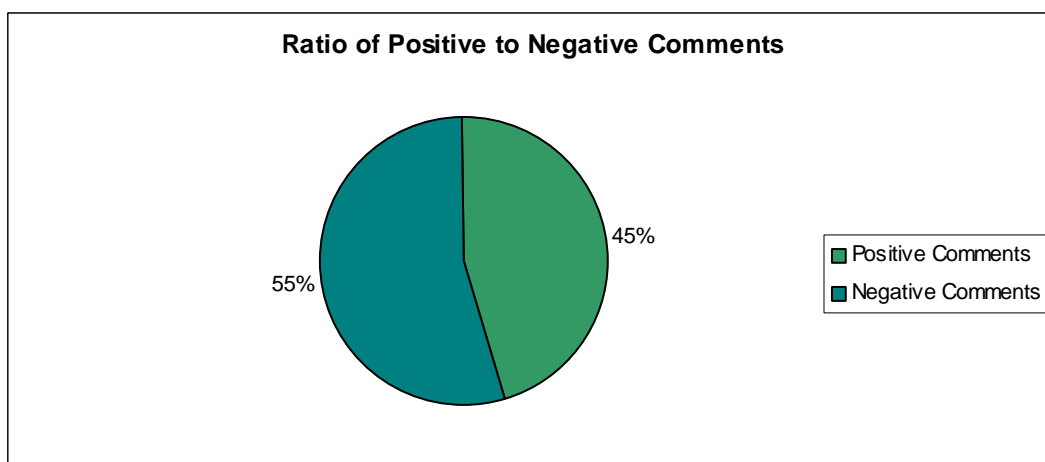


Section 2.1 Sub-Trend Analysis

The largest sub-trend was Appointments Booking Process, which polled 22 comments (71% of the total within Obtaining Appointment).



14 (45%) of comments were positive and 17 (55%) were negative.



Section 3

Observations

- Very large waiting area makes seating availability very good.
- Toilet facilities are central but in need of decoration.
- Staff very welcoming and supportive.
- Some confusion about which reception to use for the general practice.
- Improved signage & directions to Consultation Rooms from the main seating area would help avoid patient confusion.
- More visible labelling of which receptionist station to use for booking-in.

Section 4

Commentaries, Sorted by Issue Identified

Record No: 4328	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Smoking Related)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Accessibility, Transport/Parking, N/A (Negative)		
Content: "I find the doctors services here very good. I appreciate the text service to remind me of appointments. The area could use better parking facilities."		

Record No: 4463	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "I needed a GP appointment for my toddler who had a temperature and chesty cough. I was able to get an appointment that morning, despite the heavy snow. I find the bookings system clear and efficient and staff at the centre helpful."		

Record No: 4359	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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: "I have 2 children, every time I need help from GP, I had plenty help from receptionists and doctors. I am happy with all. Their care is well enough. Thank you."		

Record No: 4313	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Ear, Nose & Throat)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "To see GP re ear infection. Appt on time and helpful."		

Record No: 4183	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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 rarely visit my doctor and when I do I find that the doctor I saw last time has left. Apart from that reception staff are generally helpful and friendly as are the nurses I have seen."		

Record No: 4314	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Staff helpful and Cheery, always get appointment or telephone consultation."		

Record No: 4467	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 no complaints with this doctors surgery. Always get an appointment when I want one. Staff always nice and helpful."		

Record No: 4338	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Could not I'm sure find a better surgery and doctors superb. Reception staff could not be more helpful and I am very satisfied with all services."		

Record No: 4307	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Well-run surgery - easy to make appointments in advance on internet - receptionists always pleasant and helpful."		

Record No: 4309	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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 service."		

Record No: 4186	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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 an illness and am undergoing continual check ups and am happy with service. Although day surgery operation waiting times could improve. Always running late however are efficient in service and helpful."</p>		

Record No: 4178	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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 friendly staff at the reception, very kind over the phone, easy to make appointment. The docotors are good. It will be better if I see the same doctor when I need to."</p>		

Record No: 4191	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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>"Excellent facilities helpful and efficient , usually problems can take 2 weeks to see my doctor who knows my history and problems."</p>		

Record No: 4417	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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 good efficient, I have always received attention on every side- Drs,Nurses,Chiropodists, Reception brilliant, great."</p>		

Record No: 4347	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 (Negative)		
Content:		
<p>"Unable to see my own doctor, told 3 weeks to wait. Unable to give blood in evening or weekends. Difficult to contact surgery and trouble getting any information out of certain receptionists. As for working person not enough flexibility to hours open. Receptionist need to be more helpful to people who are occasionally sick, and not there regulars when they call the firs time."</p>		

Record No: 4470	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 am very happy with the services I receive at my doctors surgery. It is friendly and always get an appointment when I need one. I also find my doctors very thorough."		

Record No: 4483	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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:		
"Been a patient for 5 years. Staff always pleasant - despite being over stretched at times. Person who took blood test several months ago was very unpleasant and made the experience a difficult one. Generally - the practice is very good."		

Record No: 4352	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 the service I receive here is brilliant. I do not use the practice very often but when I have the staff have been friendly and helpful. But unprepared for people who work late."		

Record No: 4324	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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 attending over many years with my wife & we have found the doctors in this practice very caring & helpful."		

Record No: 4344	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 service provided by all staff."		

Record No: 4421	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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 GP Service is here is wonderful, my personal doctor Dr Nathan, is fantastic, all the personnel at Sydenham Green Practice have a very good teamwork."		

Record No: 4443	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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: "Came in for a follow up appointment, to check things were going as expected. Staff pleasant and helpful and the doctors are understanding."		

Record No: 4449	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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 (NegativePositive)		
Content: "Always helpful, try best to help me and my children in as needed."		

Record No: 4429	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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 one of the customers in this GP practice, and I think it is OK, everybody in the (GP) is good and friendly good service as well, nice doctors."		

Record No: 4451	Date: 14/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "This is a very good practice - Doctors are generally empathetic and take concerns seriously. Reception staff are excellent - respectful and positive. However, I work full time and need to have regular blood tests due to monitoring methadrexale (for Rheunaraid Arthritis). The waits for walk - in seasons, means I keep missing time at work. The system for methatrehale prescription collection also means I lose working time which is ironic as I am an NHS manager. I would like to see weekend or evening blood test facilities. I understand there are probably logistical problems to this but I'm sure there are enough people of working age with long lasting conditionfor whom this would help."		

Record No: 4484	Date: 14/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content: "Been a patient for 5 years. Staff always pleasant - despite being over stretched at times. Person who took blood test several months ago was very unpleasant and made the experience a difficult one. Generally - the practice is very good."		

Record No: 4477	Date: 14/12/2010	Source: (Source Not Known), Sydenham Green Group 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: "Have suffered from on going anxiety and depression for several years as a result of a difficult childhood. The practice has been very helpful with support - have undertaken short periods of counselling during periods of bullying at work. Have regular contact with Dr Nathan - very understanding + sympathetic during my recovery period from redundancy and bullying at work. Currently I am going through the loss of mother from a severe stroke (2006 - till now)."		

Record No: 4318	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Smoking Related)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Positive)		
Content: "Smoking cessation - me. Post acute illness/inpatient care - husband. Excellent + highly organised GP surgery. Getting appts easy. Reception Friendly. Good proactive healthcare + highly responsive in "emergency"."		

Record No: 4480	Date: 14/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Comfort, Environmental, Layout/Furniture (Negative)		
Content: "Generally happy with the service given. The waiting time can sometimes be longer than expected. I also noticed that the quick logging in screen has been removed from the waiting area. I must say it was quite helpful at avoiding the queue. Just wondering why it has been removed. I think it will be a good idea to place a notice informing patients why you have taken it off. Thanks."		

Record No: 4427	Date: 13/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Communication/Information, Accessibility, Language (Negative)		
Content:		
<p>"I went to the Lewisham Hospital four or five times in emergency and it was not very good, because when I go see the doctor I wait for a doctor for hours, and when I go to hospital with ambulance it was not very good."</p> <p>"Lewisham PCT it was no good, because everytime go to see there I saw different doctor, and I think the doctor not understand me very well."</p>		

Record No: 4364	Date: 07/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Pathology)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Diagnosis, Commission, Result Pending (Negative)		
Content:		
<p>"Could you please make sure, blood test results, taken at hospital outpatients and if an inpatients are available to your GP, those requested by your GP seem always to be available to Lewisham Hospital if under them."</p> <p>Could repeat prescriptions be made available in 24hrs at Sydenham Green Health Centre also a doctor you chose in 24hrs." .</p>		

Record No: 4365	Date: 07/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Medication, Omission, N/A (Negative)		
Content:		
<p>"Could you please make sure, blood test results, taken at hospital outpatients and if an inpatients are available to your GP, those requested by your GP seem always to be available to Lewisham Hospital if under them."</p> <p>Could repeat prescriptions be made available in 24hrs at Sydenham Green Health Centre also a doctor you chose in 24hrs." .</p>		

Record No: 4455	Date: 14/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Medication, Omission, N/A (Negative)		
Content:		
<p>"Often forget to apply for repeated prescription - my fault! Have just missed one week of treatment as a result. No one is able to say why it always takes 1 day (or more with weekends) - there must be a reason. Not important in my case - but it could be. Good if question could be answered after that being told 'that is how it is - don't know why (Dec)."</p>		

Record No: 4339	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Asthma)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral, N/A (Positive)		
Content:		
"Brought my son in with breathing difficulties & doctor checked him over & called ambulance. Thought he was slightly over-reaching - but turned out he wasn't. My son spent 3 days in Lewisham Hospital."		

Record No: 4353	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 think the service I receive here is brilliant. I do not use the practice very often but when I have the staff have been friendly and helpful. But unprepared for people who work late."		

Record No: 4320	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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:		
"Opens later now, so I cannot go there before work. (Waldon Health Centre Walk-In Clinic)"		

Record No: 4346	Date: 07/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
Content:		
"Unable to see my own doctor, told 3 weeks to wait. Unable to give blood in evening or weekends. Difficult to contact surgery and trouble getting any information out of certain receptionists. As for working person not enough flexibility to hours open. Receptionist need to be more helpful to people who are occasionally sick, and not there regulars when they call the first time."		

Record No: 4452	Date: 14/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Phlebotomy Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Negative)		
Content:		
"This is a very good practice - Doctors are generally empathetic and take concerns seriously. Reception staff are excellent - respectful and positive. However, I work full time and need to have regular blood tests due to monitoring methadrexale (for Rheunaraid Arthritis). The waits for walk - in sessions, means I keep missing time at work. The system for methatrehale prescription collection also means I lose working time which is ironic as I am an NHS manager. I would like to see weekend or evening blood test facilities. I understand there are probably logistical problems to this but I'm sure there are enough people of working age with long lasting conditionfor whom this would help."		

Record No: 4450	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Very happy with how quickly my son got seen."		

Record No: 4462	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "I needed a GP appointment for my toddler who had a temperature and chesty cough. I was able to get an appointment that morning, despite the heavy snow. I find the bookings system clear and efficient and staff at the centre helpful."		

Record No: 4448	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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: "Appointment needed for daughter - got one straight away, very good today,if you phone early." "If you phone later hard to get an appointment."		

Record No: 4464	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 lived in Sydenham for 1 year and getting an appointments with GP is never a problem if its for me my son or husband. The service is good, much better than the area I lived before.. Would be a real shame if that would have to change!"		

Record No: 4304	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Whenever you call for an appointment it's all the time busy and you have from 8.00 till 8.30am for any appointments on that day - if you miss it, it's gone. 3 days ago I tried but in vain so when I called later at 8.35 it's all gone - I was so upset coz it was for my daughter. I think they should give plenty of time for booking appointments - it's frustrating sometimes."		

Record No: 4342	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "A general concern about getting an appointment on the day - stories heard about other people's experiences. Having to constantly redial Drs no at 8.00 precisely otherwise you miss the opportunity for the day."		

Record No: 4306	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Well-run surgery - easy to make appointments in advance on internet - receptionists always pleasant and helpful."		

Record No: 4357	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 here 3 years. I think they are good. No problems with appointments. I am very happy with them."		

Record No: 4459	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Impressed with the ability to book appointment on the day of enquiry to see GP. Much improved service. Front line service at Sydenham (esp. receptionists) should receive far more praise + recognition for the essential link they produce between patient and doctor."		

Record No: 4444	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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: "Appt times, stressful, frustrating process of assessing, appt times not really happy with situation." "Attended UHL -physio & café was good all ok., Consultation time is also limited as well as the GP." "If you are not a regular patient at this practice, I think they (GP) should give you a better health check."		

Record No: 4315	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Staff helpful and Cheery, always get appointment or telephone consultation."		

Record No: 4447	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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: "Appointment needed for daughter - got one straight away, very good today,if you phone early." "If you phone later hard to get an appointment."		

Record No: 4466	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 no complaints with this doctors surgery. Always get an appointment when I want one. Staff always nice and helpful."		

Record No: 4423	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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: "It is important to be able to consult a doctor, when necessary for myself and my family, we make use of our practice when we have use all our natural resources and nothing has worked." "It is good to see that it is possible to get a doctors appointment on the day when it is needed so this gave flexibility for being able to see the doctor when you need it the most."		

Record No: 4355	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 have been very pleased as a whole with the service! Although I would like to be able to book an appointment in advance more easily."		

Record No: 4350	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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: "It would be easy if calls are open at any time, you should be able to book an appointment in advance."		

Record No: 4351	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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: "If possible the appointment system should be more flexible."		

Record No: 4472	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 very happy with the services I receive at my doctors surgery. It is friendly and always get an appointment when I need one. I also find my doctors very thorough."		

Record No: 4185	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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 have visited this practice a number of times and the services has been satisfactory. The only thing I would suggest to improve the phone appointment service."		

Record No: 4182	Date: 29/11/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Service reliable, my baby got seen within an hour of me making an appointment."		

Record No: 4319	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Smoking Related)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Smoking cessation - me. Post acute illness/inpatient care - husband. Excellent + highly organised GP surgery. Getting appts easy. Reception Friendly. Good proactive healthcare + highly responsive in "emergency"."		

Record No: 4334	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Smoking Related)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Process (Positive)		
Content: "Extremely busy - booking sometimes 3 weeks ahead - can usually get a same day appointment if ringing at 8am."		

Record No: 4362	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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: "Difficulty in getting doctors appointments as you have to book on the day, lines busy, queues and there no doctor appointments. When you get an appointment it is a good service."		

Record No: 4343	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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: "Waited 15 minutes to get through to surgery as line was busy. Got through and was 7th in the queue, was given a choice of appointment time suitable for me. It would be useful to get appointments not so far in advance if you want to see a specific doctor."		

Record No: 4442	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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: "Can hardly get an appointment on the day, you can never get through on the phone for at least 30 mins."		

Record No: 4311	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Very good generally, never have to wait too long. Ongoing problem is getting through on the phone in the morning but that has always been the case and I know they have tried to rectify that."		

Record No: 4305	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Whenever you call for an appointment it's all the time busy and you have from 8.00 till 8.30am for any appointments on that day - if you miss it, it's gone. 3 days ago I tried but in vain so when I called later at 8.35 it's all gone - I was so upset coz it was for my daughter. I think they should give plenty of time for booking appointments - it's frustrating sometimes."		

Record No: 4422	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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 (Positive)		
Content: "My child had bad pain in stomach, walked in and got seen as a emergency got seen straight away."		

Record No: 4312	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Ear, Nose & Throat)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Service Accessibility/Waiting Time, Wait at Appointment, N/A (Positive)		
Content: "To see GP re ear infection. Appt on time and helpful."		

Record No: 4478	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Generally happy with the service given. The waiting time can sometimes be longer than expected. I also noticed that the quick logging in screen has been removed from the waiting area. I must say it was quite helpful at avoiding the queue. Just wondering why it has been removed. I think it will be a good idea to place a notice informing patients why you have taken it off. Thanks."		

Record No: 4187	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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 have an illness and am undergoing continual check ups and am happy with service. Although day surgery operation waiting times could improve. Always running late however are efficient in service and helpful."</p>		

Record No: 4348	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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>"Time to get appointments. Too long when you got here. 9.30 appointment - still wait and now is 10.30."</p>		

Record No: 4310	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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 good generally, never have to wait too long. Ongoing problem is getting through on the phone in the morning but that has always been the case and I know they have tried to rectify that."</p>		

Record No: 4326	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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 the service excellent - very efficient. Today I am here to renew a prescription - you very rarely have to wait too long for an appointment."</p>		

Record No: 4461	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 think that this GP is generally alright. They are very punctual."</p>		

Record No: 4454	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Service is fine, as is always the case at doctors, appointments made are never on time. Waiting area is suitable, a water onanel may be appropriate for any longer waits."		

Record No: 4336	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Efficient and punctual service."		

Record No: 4360	Date: 07/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content: "I be treated anxiety - depression after a year serious illness took me 6 months to see a counsellor - which is a long time. The sessions only 6 - 8 weeks - which is to short."		

Record No: 4363	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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: "Difficulty in getting doctors appointments as you have to book on the day, lines busy, queues and there no doctor appointments. When you get an appointment it is a good service."		

Record No: 4479	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Generally happy with the service given. The waiting time can sometimes be longer than expected. I also noticed that the quick logging in screen has been removed from the waiting area. I must say it was quite helpful at avoiding the queue. Just wandering why it has been removed. I think it will be a good idea to place a notice informing patients why you have taken it off. Thanks."		

Record No: 4453	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 is fine, as is always the case at doctors, appointments made are never on time. Waiting area is suitable, a water ontanel may be appropriate for any longer waits."		

Record No: 4482	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Coming for blood preasure check, it is a long standing condition + is regulary measured. I have had excellent treatment with melonoma and gastric problems."		

Record No: 4354	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 really like my doctors and think they do a great job, hopefully just because I'm moving homes I will not have to change my doctors."		

Record No: 4465	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 lived in Sydenham for 1 year and getting an appointments with GP is never a problem if its for me my son or husband. The service is good, much better than the area I lived before.. Would be a real shame if that would have to change!"		

Record No: 4474	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Here for routine health issues. I am very pleased with this GP's practice and the excellent service they provide."		

Record No: 4456	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "New patient - no feedback. So far so good!"		

Record No: 4321	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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 doctor is a nice place. The doctors are very good."		

Record No: 4337	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "Due to losing all my jobs due to health I was sent for tests and diagnosed with an illness I have no control over yet all the doctors here don't read your history or even bother asking. They need more 1-1 doctors."		

Record No: 4308	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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 help and understand the services. Is good I don't have any bad story about the services I get here I am happy with them and all the staff."		

Record No: 4340	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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: "As a regular patient I can only find praise."		

Record No: 4485	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Appt time/access has got better. Continuity of seeing same GP? The nurse service has been very good. The doctors have been very good and professional."		

Record No: 4460	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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: "Impressed with the ability to book appointment on the day of enquiry to see GP. Much improved service. Front line service at Sydenham (esp. receptionists) should receive far more praise + recognition for the essential link they produce between patient and doctor."		

Record No: 4356	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 very pleased as a whole with the service! Although I would like to be able to book an appointment in advance more easily."		

Record No: 4471	Date: 14/12/2010	Source: Outreach, Sydenham Green Group 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 services I receive at my doctors surgery. It is friendly and always get an appointment when I need one. I also find my doctors very thorough."		

Record No: 4445	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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: "Appt times, stressful, frustrating process of assessing, appt times not really happy with situation." "Attended UHL -physio & café was good all ok., Consultation time is also limited as well as the GP." "If you are not a regular patient at this practice, I think they (GP) should give you a better health check."		

Record No: 4325	Date: 06/12/2010	Source: Outreach, Sydenham Green Group 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 have been a long standing patient in this surgery for over 20 years. I have witnessed many changes during this period. Majority of the changes have been for the welfare of the patients. I would like to see the doctors being attentive and understanding, because their body language could be seen by the patient. On the whole I'm a very satisfied customer. I visit the surgery on and off."</p>		

Record No: 4358	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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 have been here 3 years. I think they are good. No problems with appointments. I am very happy with them."</p>		

Record No: 4420	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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>"The GP Service is here is wonderful, my personal doctor Dr Nathan, is fantastic, all the personnel at Sydenham Green Practice have a very good teamwork."</p>		

Record No: 4416	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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>"We as a family have not been with practice long, but have found being here, so much better, than the last practice, we was with the whole practice is so well run."</p>		

Record No: 4440	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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 am very happy with the service, I receive at Sydenham Area Health Centre, and at Kings College Hospital. The hospital though is not very good at sending copies of reports back to the GP, and it's record generally is rated poor."</p>		

Record No: 4428	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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 was one of the customers in this GP practice, and I think it is OK, everybody in the (GP) is good and friendly good service as well, nice doctors."		

Record No: 4184	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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 visited this practice a number of times and the services has been satisfactory. The only thing I would suggest to improve the phone appointment service."		

Record No: 4181	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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 is only the second time I have visited the practice but the service seems adequate."		

Record No: 4176	Date: 29/11/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Baby Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content: "Very happy with GP services. However have found midwife and health visitor care poor. People are lovely but clearly under resourced. When first had child left messages and no response. Managed to sort problem myself but what if I had post natal depression and it was a cry for help."		

Record No: 4175	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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: "Very happy with GP services. However have found midwife and health visitor care poor. People are lovely but clearly under resourced. When first had child left messages and no response. Managed to sort problem myself but what if I had post natal depression and it was a cry for help."		

Record No: 4361	Date: 07/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content: "I be treated anxiety - depression after a year serious illness took me 6 months to see a counsellor - which is a long time. The sessions only 6 - 8 weeks - which is to short."		

Record No: 4333	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "Had post traumatic stress counselling - very good indeed."		

Record No: 4441	Date: 13/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, Counselling Clinic)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Negative)		
Content: "Haven't been feeling well within myself, needing advice on how to make feel a lot better, and I don't feel there is much difference in my personality due to health reasons." "Feel like there could be a lot in terms of making and helping someone to feel a lot better."		

Record No: 4473	Date: 14/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Musculoskeletal Health)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I am here for my husband who just had a total knee replacement surgery. He has come to see a doctor regarding his medication."		

Record No: 4327	Date: 06/12/2010	Source: Outreach, Sydenham Green Group Practice
Field (Work Area): Health (Smoking Related)		
Provider (Service): Lewisham PCT (GP Surgery/Health Centre, General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content: "I find the doctors services here very good. I appreciate the text service to remind me of appointments. The area could use better parking facilities."		

Record No: 4366	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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>"Could you please make sure, blood test results, taken at hospital outpatients and if an inpatients are available to your GP, those requested by your GP seem always to be available to Lewisham Hospital if under them."</p> <p>Could repeat prescriptions be made available in 24hrs at Sydenham Green Health Centre also a doctor you chose in 24hrs." .</p>		

Record No: 4190	Date: 29/11/2010	Source: Outreach, Sydenham Green Group 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>"Excellent facilities helpful and efficient , usually problems can take 2 weeks to see my doctor who knows my history and problems."</p>		

Record No: 4345	Date: 07/12/2010	Source: Outreach, Sydenham Green Group 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>"Unable to see my own doctor, told 3 weeks to wait. Unable to give blood in evening or weekends. Difficult to contact surgery and trouble getting any information out of certain receptionists. As for working person not enough flexibility to hours open. Receptionist need to be more helpful to people who are occasionally sick, and not there regulars when they call the first time."</p>		

Record No: 4426	Date: 13/12/2010	Source: Outreach, Sydenham Green Group 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>"I went to the Lewisham Hospital four or five times in emergency and it was not very good, because when I go see the doctor I wait for a doctor for hours, and when I go to hospital with ambulance it was not very good."</p> <p>"Lewisham PCT it was no good, because everytime go to see there I saw different doctor, and I think the doctor not understand me very well."</p>		

End of Report