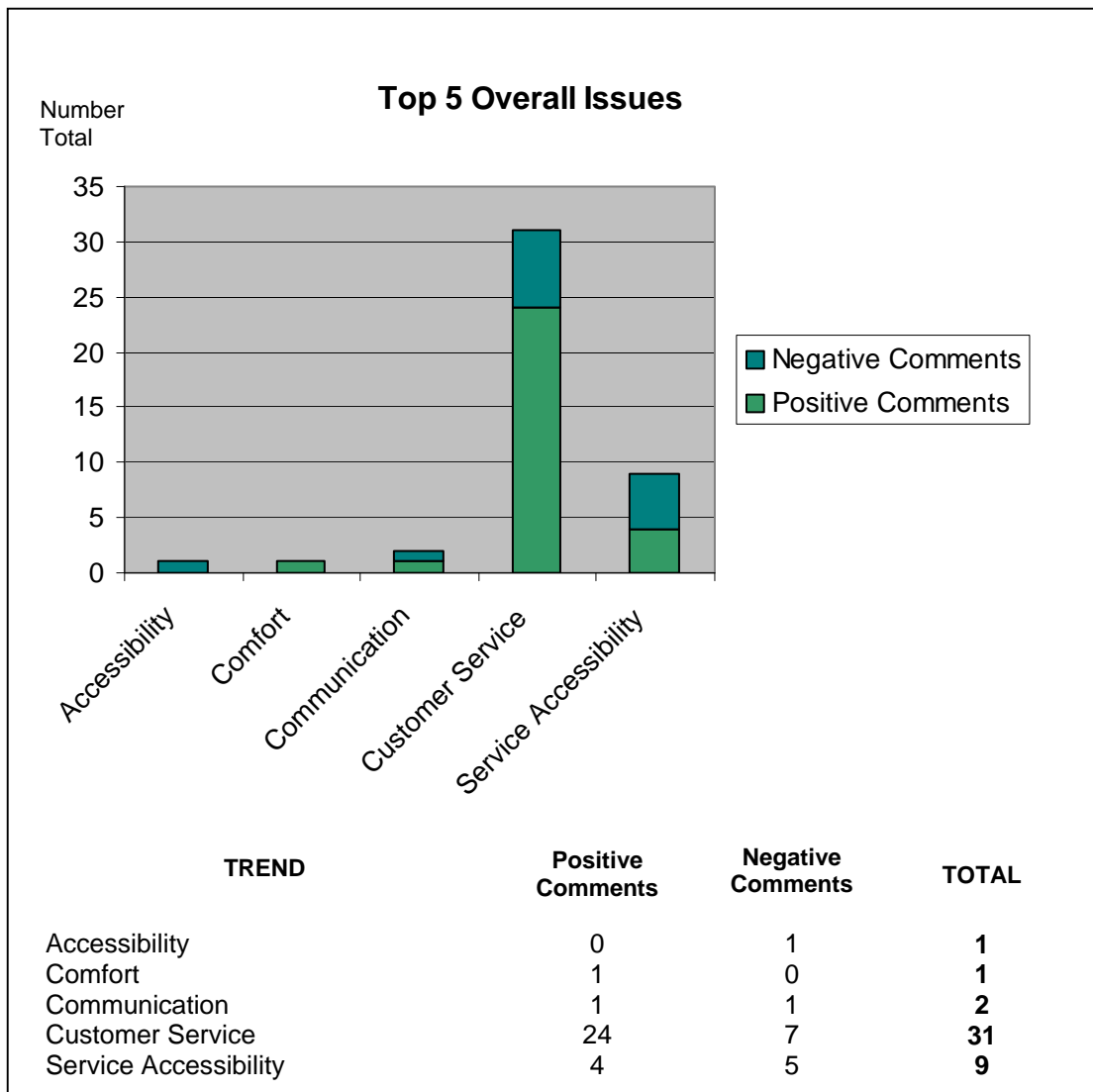


This Report

Provider:	Waldron Health Centre
Date:	28 – July 2010 - 30 July 2010
Narrative:	<p>Lewisham LINK conducted outreach at the Waldron Health Centre from 28 - 30 July 2010 and recorded 71 service user comments, 45 of which relating to the Waldron based Practices.</p> <p>This report identifies the top 3 overall trends (Section 1), analyses the top trend (Section 2) and provides comments (Section 3).</p>

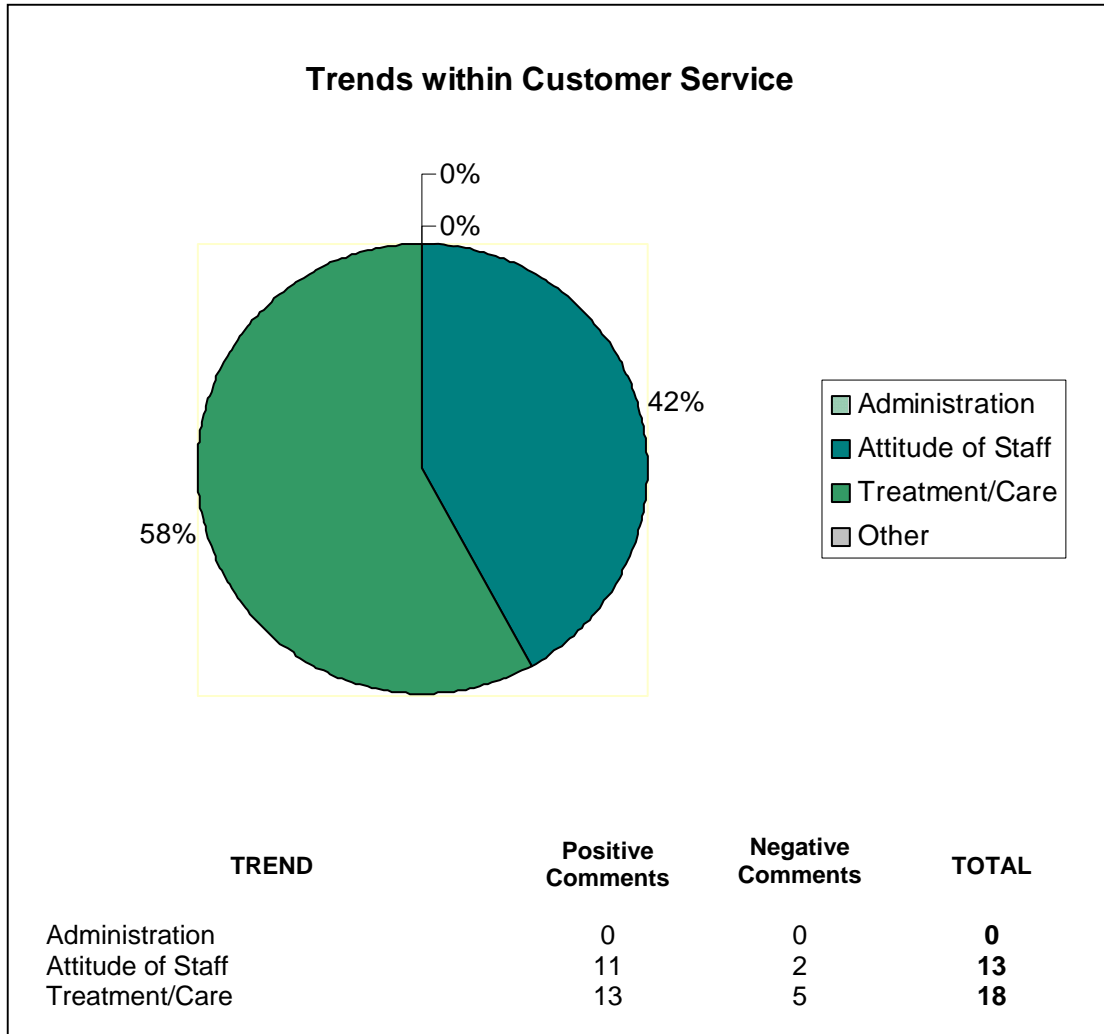
Section 1



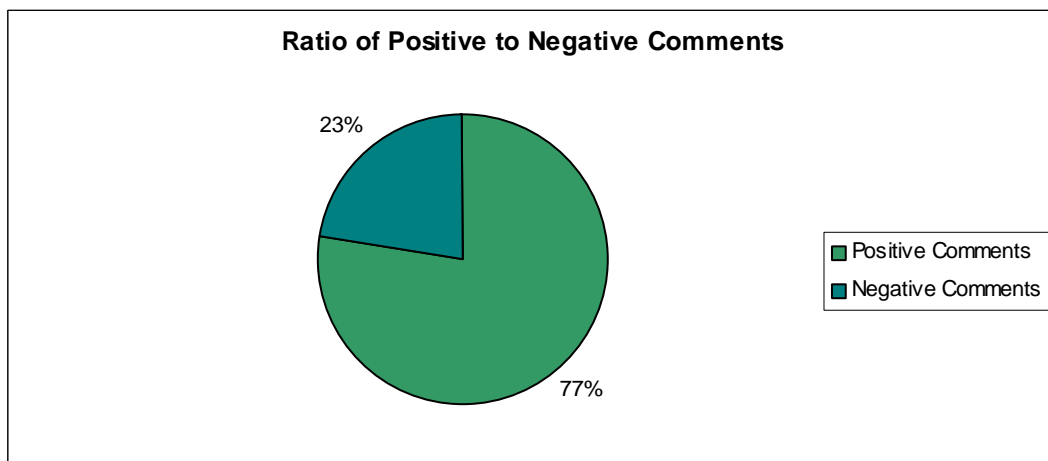
Section 2

Top Trend Analysis

The largest trend was Customer Service, which polled 31 comments (69% of the total). The largest sub-trend was Treatment/Care, which polled 18 comments (58% of the total within Customer Service).



24 (77%) of comments were positive and 23 (14%) were negative.



Section 3

Commentaries, Waldron Health Centre, 28 - 30 July 2010

Record No: 2581	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: (Issue Not Known), (Sub Issue Not Known) (Positive)		
Content: "The Health Services provided so far is commendable, but improvement is still welcome."		

Record No: 2567	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Accessibility, Transport/Parking (Negative)		
Content: "More carparks round hospitals and surgeries and make them not so expensive."		

Record No: 2573	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Comfort, Premises (Positive)		
Content: "All the experiences that I have has at Waldron Health Centre have been positive." "The layout of the centre is really well done and the staff are polite and welcoming."		

Record No: 2604	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Communication/Information, Language/Literacy (Positive)		
Content: "Up to date, my experience with Lewisham Health Service have been fantastic. As a deaf person they have all adopted & supported my needs through a variety of methods in a sms results system, communicating, clearly with me and much patience & clarity." "I suggest they maintain their high levels of customer care."		

Record No: 2546	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Communication/Information, Staff Response (Negative)		
Content: "I think Health Social Services are fine over all, but which I do have appoitment I find myself feeling rushed and I don't have a clear understanding of any diagnosis have been giving." "I have very nearly needed to go to my Health Care Service but I think it would be better if I felt more welcome in the Dr's room in I do come."		

Record No: 2571	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"GP: In general very good service + help; reception excellent but GP's could have a better bedside + personal, empathic + sympathetic attitude, not just "conveyorbelt medicine"."		

Record No: 2578	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"All the experiences that I have has at Waldron Health Centre have been positive."		
"The layout of the centre is really well done and the staff are polite and welcoming."		

Record No: 2589	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"My thoughts to the Doctors is very good and I think they are very helpful."		
"I have no complains. Just very happy with the services."		

Record No: 2590	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"Waldron Clinic - Friday."		
"Dr Tamil - Training Practice - Very Good - particularly the receptionist."		

Record No: 2579	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"So far I have received very very excellent treatment."		
"They are perfect very accommodating, very kind, and welcoming."		

Record No: 2598	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"Haven't lived in the area long so haven't used many of the services, however all the staff at Waldron Centre have seemed very efficient and friendly so far. Great Walk - In service."		

Record No: 2556	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
<p>"I'm not a great fan of conventional medicine & prefer to visit the Hompeopath. I very rarely come to the GP surgery."</p> <p>"I prefer an holistic approach to health & healthcare."</p> <p>"In the past I've found some doctors to be arrogant, that is they appear god-like in their attitude."</p>		

Record No: 2606	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Negative)		
Content:		
<p>"My surgery is at Morington Surgery, New Cross. The Doctors there I have no problem with but everytime I go there or anyone else they have problems with the receptionist they are rude, not understanding and do not have people skills on customer service skills. I want them to go on a course to re-fresh theis customer service skills."</p>		

Record No: 2553	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
<p>"I have been with this practice at the Waldron for years I am happy with reception staff. Doctors are alright if you get the right one."</p>		

Record No: 2612	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
<p>"All of my hospital or doctor appointments have been in Lewisham and I have found them all to be booked as soon as possible and all the staff are very polite and friendly."</p>		

Record No: 2559	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
<p>"New GP surgery is very well run, staff very helpful & friendly. Dr Kandavel been GP 30 years = will only see him."</p>		

Record No: 2548	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"My doctor is the best in the Borough and the receptionists are very friendly and helpful. One feels at home when you are in the surgery."		

Record No: 2549	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Attitude of Staff (Positive)		
Content:		
"The GP are good helpful people, I have been here for over 40 years."		
"They are friendly & helpful."		

Record No: 2601	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"My overall experience of my doctors and dentists have all been fine, I have never had any bad experience."		

Record No: 2586	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"All my time to my GP and dentist I have always having a good responds, for the past 9yrs (nine) have been with them."		

Record No: 2542	Date: 27/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"Over here the doctors look for me properly."		
"In Lewisham Hospital I have found mixture of good, professional people and this have one no so good."		
"But generally I have impression that they are looking after me and my condition I've been coming here for the last 30 years."		

Record No: 2547	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content:		
"We need more time at GP appointments, social care services good."		

Record No: 2596	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I have a good experience at the Waldron family planning and at Lewisham Hospital where I had an operation."		
"Waiting times is very long but apart from that I am quite happy with the service received especially at Waldron Centre in New Cross."		

Record No: 2597	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"New patient and not used services but happy with help & treatment so far."		

Record No: 2551	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"The service in the Waldron Medical Centre is excellent but the dentist that I am not happy, because they keep asking the GP has to write a letter."		

Record No: 2577	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"I am happy with the GP Surgery and have no comments."		
"I think they have improved greatly."		

Record No: 2600	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content:		
"My GP service is okay. They listen to us and if required they send me to Lewisham Hospital."		

Record No: 2582	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content: "Different Doctor every time."		

Record No: 2543	Date: 27/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content: "My experience at my GP surgery has always been great. No need for any improvement in my view."		

Record No: 2580	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content: "Waldron Health Centre - Good Service."		

Record No: 2552	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content: "From me and my family experiences our GP services are great, the staff are friendly." "I think you should improve the A&E at Lewisham hospital as the service is slow even being seen by the doctors as I remember I had to wait 6-8 hours."		

Record No: 2575	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Positive)		
Content: "I find this new Waldron Health Centre quite excellent."		

Record No: 2554	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content: "Your local docors surgery should be more on a personal level. Every time I book an appointment its always with a different doctor so I feel like they don't really know me on a more personal level but more just to get me in and out."		

Record No: 2603	Date: 06/08/2010	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 very good in my area and I'm happy with my doctors the Waldron Health Centre I am happy with the NHS walk in Centre so you can see a doctor when you are ill instead of waiting for an appointments with the doctor."		

Record No: 2572	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Customer Service/Treatment, Treatment/Care (Negative)		
Content:		
"GP: In general very good service + help; reception excellent but GP's could have a better bedside + personal, empathic + sympathetic attitude, not just "conveyorbelt medicine"."		

Record No: 2591	Date: 06/08/2010	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 health and social care services in Lewisham are excellent."		

Record No: 2605	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: ("Provider Not Known")
Issue Identified: Service Accessibility/Waiting Time, (Sub Issue Not Known) (Positive)		
Content:		
"At this surgery they are strait forward and you get to see the doctor on a Walk In basis so that good for me. Who works thanks."		

Record No: 2611	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Admission/Referral (Negative)		
Content:		
"Waiting for referrals take nearly forever... I'd say I am around 70% happy with services."		

Record No: 2569	Date: 28/07/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
"A idea for an improvement or changes would be far weekend opening hours."		

Record No: 2587	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
Content:		
<p>"Having a lot of problems with waiting for hospital APPs having to ring and doing a lot of chasing up to sort out APPs and waiting a long time."</p> <p>"Also don't like having to ring same day to get APP at GPs."</p>		

Record No: 2576	Date: 06/08/2010	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 GP Practice needs to offer appointments one week in advance, there also needs to be more receptionist to answer the phones and book appointments."</p>		

Record No: 2592	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
Content:		
<p>"In the New Cross area, I feel that the amount of NHS presence is really good, you don't have to wait to get a doctors appointment to be seen by a NHS/GP, and that the services are available at weekends to, and that there is a GP based Walk In and nurse led Walk In Centre."</p>		

Record No: 2608	Date: 06/08/2010	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>"My GP is helpful but I feel we have to wait around too long, due to there always short in staff."</p>		

Record No: 2593	Date: 06/08/2010	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>"All of my hospital or doctor appointments have been in Lewisham and I have found them all to be booked as soon as possible and all the staff are very polite and friendly."</p>		

Record No: 2610	Date: 06/08/2010	Source: Outreach
Field (Work Area): Health (GP Surgery/Health Centre)		Provider: Lewisham PCT
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment (Positive)		
Content: "I have a good experience at the Waldron family planning and at Lewisham Hospital where I had an operation." "Waiting times is very long but apart from that I am quite happy with the service received especially at Waldron Centre in New Cross."		

End of Report