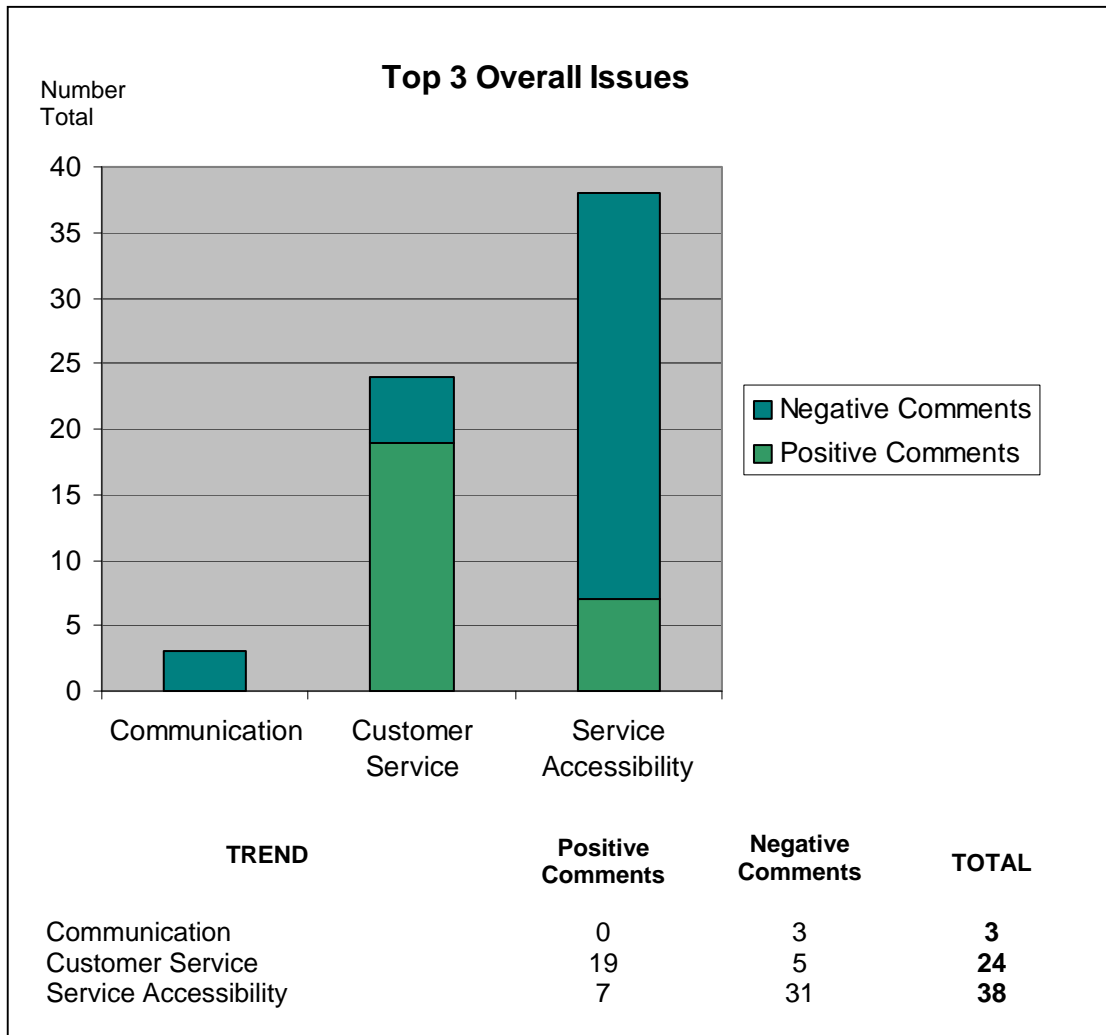


**This Report**

<b>Provider:</b>	Wells Park Practice
<b>Date:</b>	2 June 2010 - 30 June 2010
<b>Narrative:</b>	<p>Lewisham LINK conducted outreach at Wells Park Practice from 2 June – 30 June 2010 and recorded 68 service user comments that relate to the Practice.</p> <p>This report identifies the top 3 overall trends (<b>Section 1</b>) and analyses the 2 top trends (<b>Section 2</b>).</p>

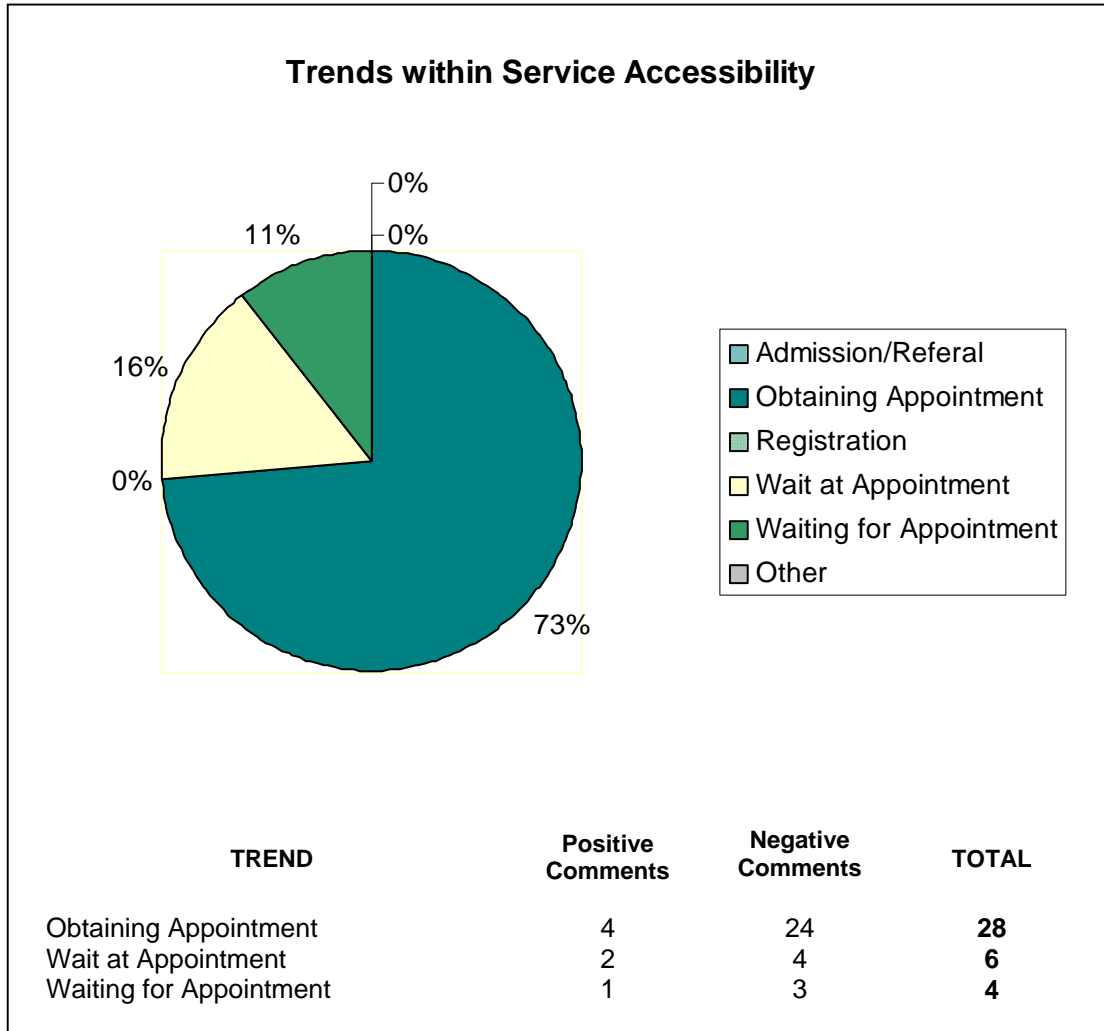
**Section 1**



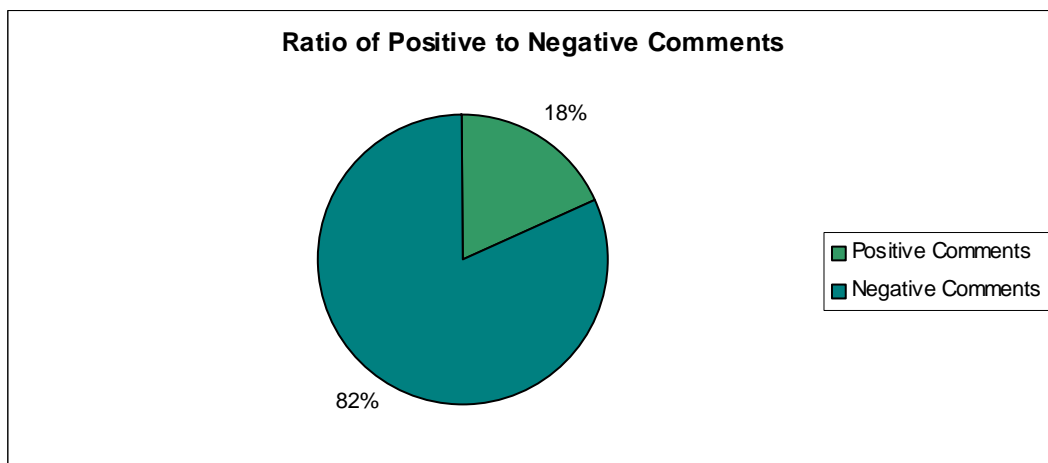
## Section 2

### Top Trend Analysis

The largest trend was Service Accessibility, which polled 38 comments (56% of the total). The largest sub-trend was Obtaining Appointment, which polled 28 comments (73% of the total within Service Accessibility).



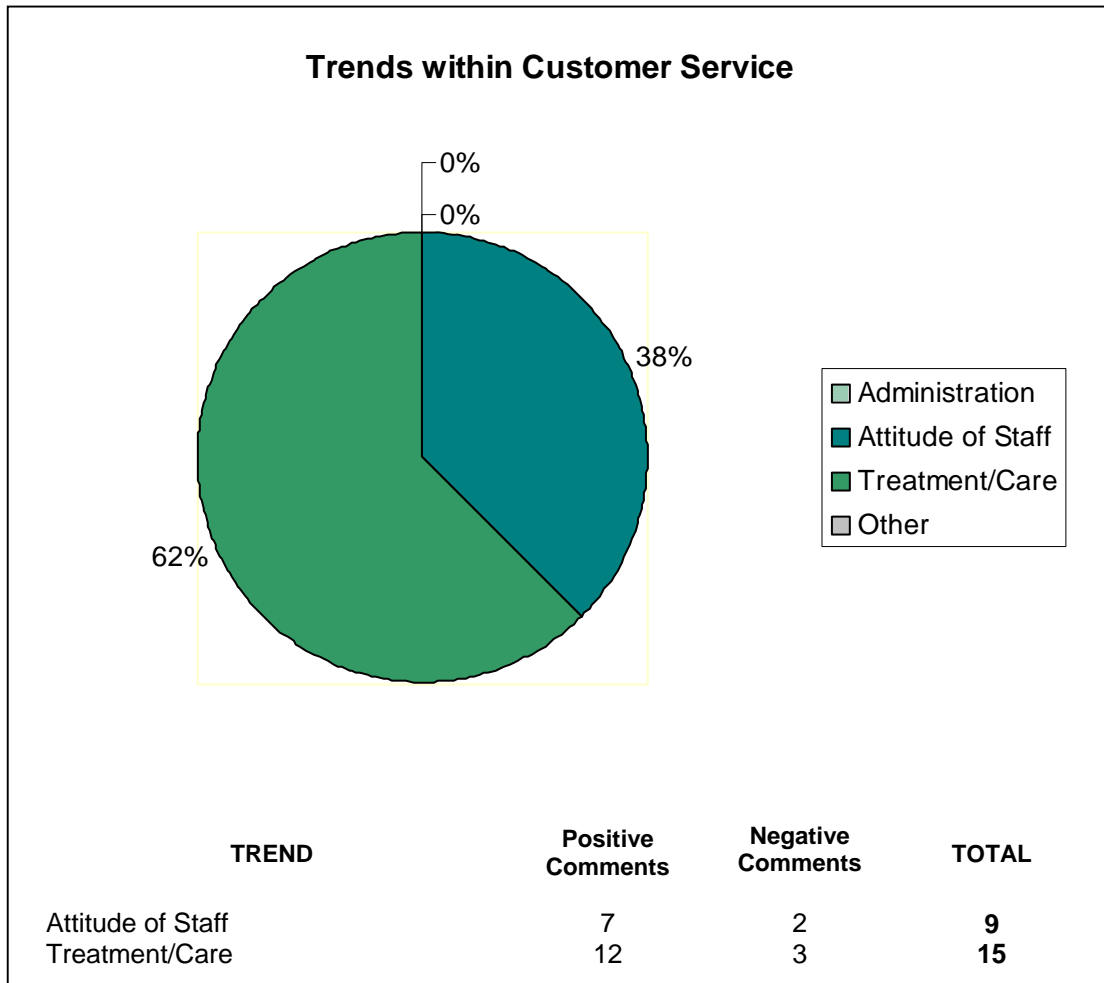
7 (18%) of comments were positive and 31 (82%) were negative.



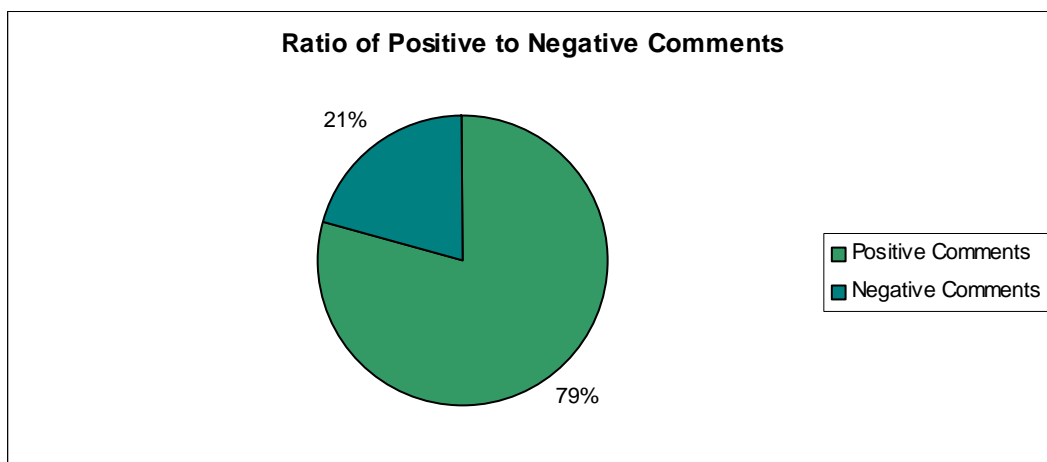
## Section 2

### Top Trend Analysis

The second largest trend was Customer Service, which polled 24 comments (35% of the total). The largest sub-trend was Treatment/Care, which polled 15 comments (62% of the total within Customer Service).



19 (79%) of comments were positive and 5 (21%) were negative.



## Commentaries

### Wells Park Practice, 2 June 2010 – 30 June 2010

<b>Record No:</b> 2128	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)	<b>Provider:</b> Lewisham PCT	
<b>Issue Identified:</b> (Issue Not Known), (Sub Issue Not Known) (Negative)		
<b>Content:</b>  "I really reckon that Lewisham Hospital is a really bad hospital, who really needs a giant clear out."  "The doctors' practice should keep doctors so you get to know them, because they are always changing."		

<b>Record No:</b> 2291	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)	<b>Provider:</b> Lewisham PCT	
<b>Issue Identified:</b> (Issue Not Known), (Sub Issue Not Known) (Negative)		
<b>Content:</b>  "GP's training is inadequate for todays needs. Maybe their training time should be doubled, for a genuinly better service."		

<b>Record No:</b> 2347	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)	<b>Provider:</b> Lewisham PCT	
<b>Issue Identified:</b> Comfort, Privacy/Dignity (Positive)		
<b>Content:</b>  "The staff at this clinic have always been polite, friendly and efficient. It has never been overcrowded. Treatment I have received has been very effective and handles with great care and sensitivity."		

<b>Record No:</b> 2182	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)	<b>Provider:</b> Lewisham PCT	
<b>Issue Identified:</b> Communication/Information, Language/Literacy (Negative)		
<b>Content:</b>  "Information in Kosovo language please!"		

<b>Record No:</b> 2165	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)	<b>Provider:</b> Lewisham PCT	
<b>Issue Identified:</b> Communication/Information, Language/Literacy (Negative)		
<b>Content:</b>  "Always have to wait too long for appointments at GP Surgery. Quality of GP's at surgery varies greatly. Some can barely speak english and I always wonder how much they understand."		

<b>Record No:</b> 2176	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> ("Provider Not Known")
<b>Issue Identified:</b> Communication/Information, Staff Awareness (Negative)		
<b>Content:</b> "I think certain things should be dealt with differently like counselling, they counsel you on the phone if you don't fit their need they don't let you be counselled. That's wrong a few people I know needed counselling and did not get it."		

<b>Record No:</b> 2144	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Positive)		
<b>Content:</b> "Fast appointments, I've rarely experienced delays and the staff are friendly and helpful. No complaints, at this clinic I feel I get a good service."		

<b>Record No:</b> 2284	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Positive)		
<b>Content:</b> "I have never had any problems with doctors or hospitals. Treated with respect at all times. Never had to wait too long for appointments. I am extremely happy with everything."		

<b>Record No:</b> 2167	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Negative)		
<b>Content:</b> "Have only found 1 doctor (GP) at Wells Park Practice who I find polite and helpful - and not demeaning like the others. Generally disappointed by level of customer care here. If it was'nt for Dr. Watson I would choose another practice, have been made to feel very stupid by other doctors."		

<b>Record No:</b> 2225	<b>Date:</b> 16/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Positive)		
<b>Content:</b> "Very good service, polite, careful. Hospital service is also very good if slow. Sydenham surgery doctors was however an very poor experience. Doctors rude, surgery was a dump, poor service. Wells park is a very good surgery."		

<b>Record No:</b> 2337	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Positive)		
<b>Content:</b> "The staff at this clinic have always been polite, friendly and efficient. It has never been overcrowded. Treatment I have received has been very effective and handles with great care and sensitivity."		

<b>Record No:</b> 2227	<b>Date:</b> 16/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Positive)		
<b>Content:</b>		
"I have recently joined the Sydenham surgery and they have been really helpful and welcoming. Their service is very prompt and the staff are really friendly."		

<b>Record No:</b> 2130	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Negative)		
<b>Content:</b>		
"Wells park practice is not very effective. The receptionists are not very helpful. So what I suggest they should improve their services more especially for mothers with babies and small children."		

<b>Record No:</b> 2136	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Positive)		
<b>Content:</b>		
"The services is good. The staffs are well cultured and professional. Thanks."		

<b>Record No:</b> 2299	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Attitude of Staff (Positive)		
<b>Content:</b>		
"Wells park surgery is a good surgery, with good facilities, and nice people to help. The only trouble is its difficult to get an appointment at times."		

<b>Record No:</b> 2132	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b>		
"Good service with Jenner Health Centre - for IAPTS.!"		
"Good services with Kings hospitals re: Gastro and CBT."		

<b>Record No:</b> 2327	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b>		
"Health care I have no complaints I've been seen when necessary in hospital and by my doctors with no problems and I can say the same for all six of my children. I can't complain because the job is hard enough for those who work in the industry. I am happy with the service."		

<b>Record No:</b> 2147	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b> "Dr Surgery Wells Park Surgery. Good Service."		

<b>Record No:</b> 2143	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b> "I think it's a very good Doctors. Very good services. I don't know what more could change. But things are good."		

<b>Record No:</b> 2138	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b> "Very good then."		

<b>Record No:</b> 2342	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Negative)		
<b>Content:</b> "Doctors often make assumptions without looking into your problem. Often try to brush you off with paracetamol or anti-bios without a thorough investigation."		

<b>Record No:</b> 2287	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Negative)		
<b>Content:</b> "I am a patient at the wells park centre. They are a good practice mainly. Ringing at 8:30 in the morning to get an appointment is a good idea, but with the practice you rarely see the same doctor."		

<b>Record No:</b> 2344	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b> "I've always had good experiences with health and social care services, both with doctors and dentists. I've never had to wait very long for appointments and my problems are always sorted."		

<b>Record No:</b> 2168	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b>		
"I have had good experiences with the health services that I have used surgery/opticians/dentist. There is always room for improvement but I am happy with the services I got."		

<b>Record No:</b> 2343	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b>		
"Personally I have had a very positive experience of healthcare in Lewisham. Quick referrals, professional and compassionate care."		

<b>Record No:</b> 2169	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Negative)		
<b>Content:</b>		
"Generally appalling service at Wells Park, to the extent that I'm probably going to change surgery."		

<b>Record No:</b> 2290	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b>		
"I receive very good attention for a virus complaint. Two visits to the GP within 10 days. Together with a blood test. The attention is excellent."		

<b>Record No:</b> 2339	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b>		
"I would like to have more women doctors at Wells Park Practice. I have always received good treatment from doctors there."		

<b>Record No:</b> 2300	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b>		
I find the services quite good with some of the doctors. They listen to what you have to say and try to help in the best possible way they can. There are some doctors I prefer to see., because they have time to listen.		

<b>Record No:</b> 2348	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Customer Service/Treatment, Treatment/Care (Positive)		
<b>Content:</b>		
"Very satisfied with the Wells Park Practice. I have always been looked after by doctors, nurses and osteopath."		

<b>Record No:</b> 2137	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
<b>Content:</b>		
"Fast appointments, I've rarely experienced delays and the staff are friendly and helpful. No complaints, at this clinic I feel I get a good service."		

<b>Record No:</b> 2181	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"I think the current system of booking an appointment with the doctor is ver unfair, you have to call from 08.30am but it is very difficult to get through and by 09.00 all appointments are gone."		

<b>Record No:</b> 2172	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"Sometimes it is hard to get through on the telephone for an appointment, by the time you get through all the appointments are gone. Generally the surgery is very good."		

<b>Record No:</b> 2163	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> ("Provider Not Known")
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
<b>Content:</b>		
"Getting appointments to see GP on the same day seems to be made easier. No real involvement with the social care services, so not in a position to comment about their services."		

<b>Record No:</b> 2148	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"Improvement in making appointments at Wells Park Surgery. Impossible to get an appointmnet when you most need it."		

<b>Record No:</b> 2135	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"Wells Park appointment system could be a lot better, it has taken me 7 working days to get an appointment to see a doctor."		

<b>Record No:</b> 2177	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"My care of health has been very good. What I would like to see is doctors surgeries offer a walk in and wait system, as not every one can get the time of work. So being able to go in after work would be useful."		

<b>Record No:</b> 2178	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
<b>Content:</b>		
"We are very pleased about extended (Sat) appointments at GP's. Late visits for employees would be very welcome. We need dental care for the people brought closer to us like surgeries on the NHS. It is very confusing at the moment!."		

<b>Record No:</b> 2141	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Positive)		
<b>Content:</b>		
"Seemingly improvement on services provided both at the Practice and the Lewisham Hospital e.g. Saturday opening. Dr's at my practice (Wells Practice) are more approachable. Time of appointment has being improved."		
"I had to go into Lewisham for scanning. It took approximately three weeks between my appointment arranged and the appointment was book for Saturday which I don't have to book time off work (17 April 2010)."		

<b>Record No:</b> 2125	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"Lewisham hospital has fantastic quick engaged friendly staff. The surgeries around Lewisham and wells park have been terrible compared to the service I received at king's Cross GP centre."</p> <p>"It's almost impossible to get an appointment. The telephone service shuts down at lunch time and in the morning you can't get through on the phones. Which forces me to come down for an appointment."</p> <p>"The seems to be no service if you're trapped at home. I've suffered a broken foot and burst ear down have been unable to get through for an appointment or have someone come see me."</p> <p>Lewisham Hospital and Wells Park GP, 01/04/10-02/06/10</p>		

<b>Record No:</b> 2175	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"I find that surgeries are overcrowded, which although GP's are kind and helpful when you see them, it is hard to see the same doctor and for them to remember what you spoke of. Getting through on the phone especially mobiles are costly and you can't always get an appointment and have to do it all again following days. Not being able to book in advance has made a lot of problems for patients yet we noticed it doesn't seem to cure the problem of patients not turning up."</p>		

<b>Record No:</b> 2333	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"I always have trouble trying to make a doctor/nurses appointment. There doesn't seem to be many options for morning or evening appointments to fit with work."</p>		

<b>Record No:</b> 2295	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"Wells park surgery is a good surgery, with good facilities, and nice people to help. The only trouble is its difficult to get an appointment at times."</p>		

<b>Record No:</b> 2286	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"Unable to get appointments at the GP for when I need it. I feel that having to phone up on the day for an appointment isnt great."</p>		

<b>Record No:</b> 2285	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"To get an appointment at my GP clinic is so hard, as I have two small children. I cannot stand an appointment, and I can never get through on the phone."		

<b>Record No:</b> 2289	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"To be able to book appointments as I work - I cant take the risk of not being seen if I take a day off. Late night for walk after work HRs."		

<b>Record No:</b> 2288	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"Wells practice needs to have a system where you can book appointments if necessary."		

<b>Record No:</b> 2340	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"How can we speed up specialist appointments?"		
"How can we provide more 'emergency and last minute' GP visits?"		

<b>Record No:</b> 2350	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"Trying to make appointments at the surgery is very difficult if you work full time. As is registering for the surgery, this can only be done between 11am - 2pm during the week. Appointments are open at 08.30 and the phone line gets jammed. I end up calling about 20 times before I get through. And I can rarely get an appointment for the morning before I have to go to work."		

<b>Record No:</b> 2336	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"Some GP practices have too few doctors or working hours and you are unable to get an urgent appointment (even for a baby) the same day, they're offering in 2 weeks time."		

<b>Record No:</b> 2334	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"Making an appointment for future date is very good and easy. When you need one on the day it is very difficult. It's understandable that slots are full, and for someone who is sick understanding goes out the window. All that can be done is to work towards a happy medium."</p>		

<b>Record No:</b> 2131	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"Difficulties to get appointments with different specialists. I have problem with memory, I'm blackening out, they respect this, over here - not - You call 8 O' Clock and they say : Full.</p> <p>They always charge me 25 pounds for certificate for free bus pass - I don't know the rules here, and no-one can explain this to me."</p>		

<b>Record No:</b> 2293	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"The only thing I would comment on is getting an appointment with the GP. Phoning on the day you would like an appointment doesn't always work, or its not possible to call by 8:30 am. I miss the old system of booking in advance. But the system in this borough isnt all that bad."</p>		

<b>Record No:</b> 2298	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"Putting in an appointment to see a doctor is so messed up at Wells park surgery. Something needs to be done about it, because the phone appointments are always jammed up in the mornings, and when you get to the door early, with all the staff at duty, it still takes them about 40 minutes before opening the bloody damn door! Whats all this mess about?"</p>		

<b>Record No:</b> 2233	<b>Date:</b> 16/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
<p>"I've used various services this year from surgical to psychological and found them to be excellent. GP services are good but could do with a degree more flexibility for people who work."</p>		

<b>Record No:</b> 2329	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"It is difficult to make advance appointments. This is extremely disruptive for me because I work shifts and need to plan an appointment, not take pot luck on the day."		

<b>Record No:</b> 2229	<b>Date:</b> 16/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"I haven't got much to do with the social care system. But health care is ok. Only downside is always having to wait sometimes weeks for a prebook doctors appointment and if you need to see a doctor urgently if your child is sick etc.. It's almost impossible to get an appointment if you phone after 8.45."		

<b>Record No:</b> 2283	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Obtaining Appointment (Negative)		
<b>Content:</b>		
"I think surgeries should improve the appointment system. Lewisham hospital should also improve the children department, because the waiting time is too long. More doctors should be available."		

<b>Record No:</b> 2297	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment (Positive)		
<b>Content:</b>		
"I have never had any problems with doctors or hospitals. Treated with respect at all times. Never had to wait too long for appointments. I am extremely happy with everything."		

<b>Record No:</b> 2179	<b>Date:</b> 09/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
<b>Content:</b>		
"Always have to wait too long for appointments at GP Surgery. Quality of GP's at surgery varies greatly. Some can barely speak english and I always wonder how much they understand."		

<b>Record No:</b> 2296	<b>Date:</b> 23/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
<b>Content:</b>		
"I am lucky to be very healthy (thank god). I don't need the doctor as much. It can be very annoying when you need to see the doctor. The waiting time for an appointment is too long."		

<b>Record No:</b> 2341	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment (Positive)		
<b>Content:</b>		
"I've always had good experiences with health and social care services, both with doctors and dentists. I've never had to wait very long for appointments and my problems are always sorted."		

<b>Record No:</b> 2328	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment (Negative)		
<b>Content:</b>		
"Appointments always run very late."		

<b>Record No:</b> 2228	<b>Date:</b> 16/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Wait at Appointment ( )		
<b>Content:</b>		
"I think the health care is good. Waiting time can be very long at times way over your appt time, but the service is ok. Can improve by making the appointment at least 5 min the max over your actual times. Thanks."		

<b>Record No:</b> 2332	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment (Negative)		
<b>Content:</b>		
"Problems with health take too long to be looked into. Waiting 6 months and visiting the GP multiple times before being seen by a specialist is too long, bigger problems such as cancer could be acted on sooner for a bigger chance of survival."		

<b>Record No:</b> 2149	<b>Date:</b> 02/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment (Negative)		
<b>Content:</b>		
"The availability of appointments is an issue, I called up for an appointment seven days ago and had to wait a full week before being seen. Whether this is down to available GPs or whether there needs to be more medical surgeries I'm not sure. This I am finding to be a more common problem now the years have gone by."		
"Dental treatment is also far too expensive."		

<b>Record No:</b> 2331	<b>Date:</b> 30/06/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Service Accessibility/Waiting Time, Waiting for Appointment (Positive)		
<b>Content:</b>  "Personally I have had a very positive experience of healthcare in Lewisham. Quick referrals, professional and compassionate care."		

**End of Report**