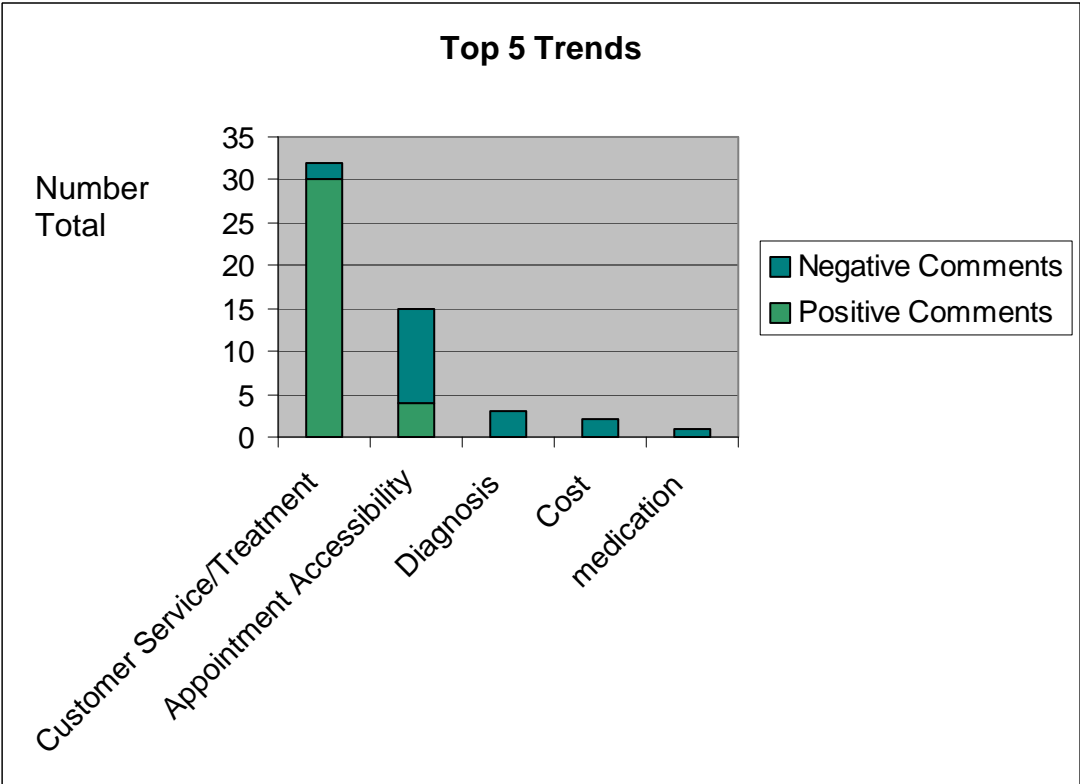


**This Report**

<b>Provider:</b>	Woolstone Medical Centre
<b>Timeframe:</b>	13.01.10 – 03.02.10
<b>Source:</b>	Lewisham LINK Outreach Commentaries
<b>Narrative:</b>	Lewisham LINK received 56 comments from Woolstone users regarding services at the centre. This report identifies the top 5 trends.



## Commentaries (By Issue Identified)

<b>Record No:</b> 649	<b>Date:</b> 13/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b> "Difficult to get appointments when needed."		

<b>Record No:</b> 661	<b>Date:</b> 13/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Positive)		
<b>Content:</b> "I always find my doctors surgery very helpful and the receptionists offer advice and always try and fit you in."		

<b>Record No:</b> 771	<b>Date:</b> 20/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b> "Also I think there morning appointment system could be better (Woolstone)."		

<b>Record No:</b> 878	<b>Date:</b> 03/02/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b> "Difficulty booking appointments to see my GP - not keen on having to phone @ 8.15am to book an appt. Would like to be able to walk in and book appt."		

<b>Record No:</b> 656	<b>Date:</b> 13/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b> "Too much delay for appointments."		

<b>Record No:</b> 666	<b>Date:</b> 13/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Positive)		
<b>Content:</b> "Woolstone Road Surgery is excellent in registering patients and giving appointments."  "Very efficient and professional."		

<b>Record No:</b> 902	<b>Date:</b> 03/02/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b> "It is sometimes difficult to get an appointment on the day though (Woolstone)."		

<b>Record No:</b> 804	<b>Date:</b> 27/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Positive)		
<b>Content:</b> "I find the services very good but that could be because I really don't use them very much. I am quite happy with my doctors surgery appointments system."		

<b>Record No:</b> 803	<b>Date:</b> 27/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b> "Very difficult getting appointment with GP, especially when you are working."		

<b>Record No:</b> 805	<b>Date:</b> 27/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Positive)		
<b>Content:</b> "I find the services very good but that could be because I really don't use them very much. I am quite happy with my doctors surgery appointments system."		

<b>Record No:</b> 801	<b>Date:</b> 27/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b> "It's hard to make appointments and get seen within the evening."		

<b>Record No:</b> 798	<b>Date:</b> 27/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b> "Have to wait too long at my doctors surgery to see a nurse. This is not acceptable."		

<b>Record No:</b> 791	<b>Date:</b> 27/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b>		
<p>"Fantastic service - probable only gripe is phoning in the morning to book appointment. Very difficult to get thru to receptionist. Maybe surgery could introduce a queue/waiting system, where you ring get thru, tell you how many people ahead of you. Might work."</p>		

<b>Record No:</b> 777	<b>Date:</b> 20/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b>		
<p>"We need more facilities ie health centres which are open out of office hours as we can need help at any time of day/night or weekend."</p>		

<b>Record No:</b> 784	<b>Date:</b> 20/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Appointment Accessibility/Waiting Time (Negative)		
<b>Content:</b>		
<p>"Doctors service is quite good however it is quite difficult to book an appointment in advance which makes it difficult for me because of work and other commitments."</p> <p>"Also the midwife only works a Wednesday in my surgery and is always running late as she has to double back her clinic."</p> <p>"Dental is good!"</p>		

<b>Record No:</b> 877	<b>Date:</b> 03/02/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Cost (Negative)		
<b>Content:</b>		
<p>"Private medicals for PCO. £100 1 month to first appointment."</p>		

<b>Record No:</b> 890	<b>Date:</b> 03/02/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Cost/Transport/Parking (Negative)		
<b>Content:</b>		
<p>"I have no complaints of the care I receive from Lewisham health care or my GP, except high parking costs."</p>		

<b>Record No:</b> 671	<b>Date:</b> 13/01/2010	<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 (Positive)		
<b>Content:</b> "We have been fortunate to have a very good GP at Woolstone Road."		

<b>Record No:</b> 668	<b>Date:</b> 13/01/2010	<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 (Positive)		
<b>Content:</b> "Good service at Woolstone Medical Practise. Happy with all GP services."		

<b>Record No:</b> 667	<b>Date:</b> 13/01/2010	<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 (Positive)		
<b>Content:</b> "I find the service very good and so far I do not have any complaints."		

<b>Record No:</b> 662	<b>Date:</b> 13/01/2010	<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 (Positive)		
<b>Content:</b> "I always find my doctors surgery very helpful and the receptionists offer advice and always try and fit you in."		

<b>Record No:</b> 806	<b>Date:</b> 27/01/2010	<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 (Positive)		
<b>Content:</b> "The GP at my surgery have been very helpful as well. There is still always room for improvements."		

<b>Record No:</b> 657	<b>Date:</b> 13/01/2010	<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 (Positive)		
<b>Content:</b> "There are good groups for most areas of health at my GP instead of running to hospitals which I find very helpful as you could be at a hospital all day for one appointment."		

<b>Record No:</b> 783	<b>Date:</b> 20/01/2010	<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 (Positive)		
<b>Content:</b>		
<p>"Doctors service is quite good however it is quite difficult to book an appointment in advance which makes it difficult for me because of work and other commitments."</p> <p>"Also the midwife only works a Wednesday in my surgery and is always running late as she has to double back her clinic."</p> <p>"Dental is good!"</p>		

<b>Record No:</b> 653	<b>Date:</b> 13/01/2010	<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 (Positive)		
<b>Content:</b>		
<p>"GP care is good."</p>		

<b>Record No:</b> 652	<b>Date:</b> 13/01/2010	<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 (Positive)		
<b>Content:</b>		
<p>"I use Woolstone Medical Centre which I find to be a very good service."</p>		

<b>Record No:</b> 802	<b>Date:</b> 27/01/2010	<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 (Positive)		
<b>Content:</b>		
<p>"Doctors are good. All my needs are looked after."</p>		

<b>Record No:</b> 795	<b>Date:</b> 27/01/2010	<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 (Positive)		
<b>Content:</b>		
<p>"GP - good local practice - easy to access."</p> <p>"A need for coordination between local services would be welcome - local services seem to operate separately and far too 'business' like for the good of the community."</p>		

<b>Record No:</b> 792	<b>Date:</b> 27/01/2010	<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 (Positive)		
<b>Content:</b> "Dr Entwistle best doctor ever - staff v helpful."		

<b>Record No:</b> 659	<b>Date:</b> 13/01/2010	<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 (Positive)		
<b>Content:</b> "So far I have been satisfied with services that I have received."  "Dental, hospital, GP surgery are the services I have had most experience of."		

<b>Record No:</b> 872	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "I think generally the service is good and efficient. The doctors at Woolstone Medical Centre are efficient and nice."		

<b>Record No:</b> 901	<b>Date:</b> 03/02/2010	<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 (Negative)		
<b>Content:</b> "I do find one doctor unfeeling and not sympathetic and have had similar feedback from friends/family (Woolstone)."		

<b>Record No:</b> 900	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "I'm also happy with most doctors at Woolstone Medical Centre."		

<b>Record No:</b> 897	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "The service at this surgery is very good."		

<b>Record No:</b> 896	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "Very good service."		

<b>Record No:</b> 892	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "Very pleased with my local medical centre (Woolstone)."  "Concerned about poor reputation of Lewisham Hospital - is it really deserved?"		

<b>Record No:</b> 889	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "Happy with the services I've used in Lewisham."		

<b>Record No:</b> 887	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "Can't be better, very good."		

<b>Record No:</b> 886	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "Every thing / services are OK but I have a son 2 years old, for the last couple of months there is no nurse come and check up on him."		

<b>Record No:</b> 778	<b>Date:</b> 20/01/2010	<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 (Positive)		
<b>Content:</b> "Dr excellent all round very good."		

<b>Record No:</b> 879	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b> "I have good experience with the GP & Dental services."		

<b>Record No:</b> 774	<b>Date:</b> 20/01/2010	<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 (Positive)		
<b>Content:</b> "Quiet satisfied with the service."		

<b>Record No:</b> 772	<b>Date:</b> 20/01/2010	<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 (Positive)		
<b>Content:</b> "Quite good."		

<b>Record No:</b> 767	<b>Date:</b> 20/01/2010	<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 (Positive)		
<b>Content:</b> "Well my experiences for the services I get its way fine with I do feel comfortable with it."		

<b>Record No:</b> 766	<b>Date:</b> 20/01/2010	<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 (Positive)		
<b>Content:</b> "Doctor @ Woolstone Rd, always has time for me, to listen when everything seems bleak, nothing is too much trouble."		

<b>Record No:</b> 789	<b>Date:</b> 20/01/2010	<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 (Positive)		
<b>Content:</b> "The experiences with health and social care services is good as we often went to optician and GP services they were cooperative and friendly. They always give u right advice to U. But I think there should be more facilities for child care."		

<b>Record No:</b> 782	<b>Date:</b> 20/01/2010	<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 (Positive)		
<b>Content:</b>		
"My local GP is FAB I really do not know what I would do without them."		

<b>Record No:</b> 775	<b>Date:</b> 20/01/2010	<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 (Negative)		
<b>Content:</b>		
"Why are doctors receptionists rude?"		

<b>Record No:</b> 882	<b>Date:</b> 03/02/2010	<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 (Positive)		
<b>Content:</b>		
"I am very pleased with the service I get from the Woolstone Surgery."		

<b>Record No:</b> 770	<b>Date:</b> 20/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)	<b>Provider:</b> Lewisham PCT	
<b>Issue Identified:</b> Diagnosis (Negative)		
<b>Content:</b>		
"To be honest I don't use any of the health care facilities that much. I'm a very active guy so when I get injuries they always put it down to resting or using ibuprofen which never helps. I wish they were more open minded."		

<b>Record No:</b> 769	<b>Date:</b> 20/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)	<b>Provider:</b> Lewisham PCT	
<b>Issue Identified:</b> Diagnosis (Negative)		
<b>Content:</b>		
" GP's don't take patients seriously, they always say that there is nothing they can do, that you do not have anything bad and that everything is fine even when it is not."		

<b>Record No:</b> 888	<b>Date:</b> 03/02/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)	<b>Provider:</b> Lewisham PCT	
<b>Issue Identified:</b> Diagnosis (Negative)		
<b>Content:</b>		
"I think the GP's do rush a lot during the consultation process. As a result, they can miss out vital information."		

<b>Record No:</b> 768	<b>Date:</b> 20/01/2010	<b>Source:</b> Outreach
<b>Field (Work Area):</b> Health (GP Surgery/Health Centre)		<b>Provider:</b> Lewisham PCT
<b>Issue Identified:</b> Medication (Negative)		
<b>Content:</b> "I think the repeat prescription should be given the same day. It would be good to have it on the same day that you need it."		

**End of Report**