

THE SURGERY 36 Belmont Hill, Lewisham SE13 5AY

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Survey Findings 2012

Anonymized feedbacks from the patients who participated in the Practice survey

1. *' Generally things have improved over the last few years, which is good'*
2. *'Doctors and all members of staff are good, friendly and helpful'*
3. *' One nurse for 3 ½ days a week is not nearly enough'*
4. *'I am very happy with the attention I get here'*
5. *'Very poor nurse provision e.g dressing of wounds'*
6. *'I am very happy with the nurse and GP service but find it frustrating that I have to come in person to ensure that I get an emergency appointment as the phones are hard to get through on'*
7. *'Seldoc at Lewisham poor but phone service Ok'*
8. *'Very happy with my GP, the redoubtable DR Gail Holloway and reception staff helpful, very human and deserving a salary increase'*
9. *'The doctors and staff try to make the patients visit as smooth and helpful as possible.'*
10. *'Sometimes ago I went around lunchtime and it was closed – staggered lunches for reception?– good idea'*
11. *' I have tried for up to 30 minutes on all occasions, I have called the surgery at 8am and I have made in excess of 30 calls. A queueing – automatic system would be better then you would know ' You are 15th in the queue' – my partner always goes at 8am and queues at the surgery to overcome this'*

12. 'I have not been to the doctors for years so am not able to answer these questions in a way that would be useful to you'

13. 'Very satisfied'

14. 'Do not like the new check-in system especially when you are ill'