

Dr Gail Holloway (Female GMC No. 2488431)

Dr Steve Pierpoint (Male GMC No. 2922799)

Dr Cristina Melchor (Female GMC No. 3308811)

Dr Quyen Nguyen (Male GMC No. 6052085)



**THE SURGERY**  
36 Belmont Hill  
Lewisham SE13 5AY  
Tel: 0844 387 8357 / 0203 675 0752  
Fax: 0208 297 2011  
Website: [www.belmonthillsurgery.co.uk](http://www.belmonthillsurgery.co.uk)

Patient comments	Our Response
1. I think the surgery staff and GP are excellent and often over worked.	Thank you for your comment
2. I am very grateful for all the help I have received from this surgery, reception have always done their best to kept me with appointments and the doctors have been very supportive.	Thank you for your comment
3. Easy to get appointments when needed, helpful and friendly staff.	Thank you for your comment
4. I have always been able to see a GP or nurse in a reasonable time and consider the service offered to be good.	Thank you for your comment
5. It is rare for me to contact the surgery but when I do it's because I need to see a doctor straight away not in two weeks' time, I'm sure you are all working very hard in difficult circumstances. Well done!	Thank you for your comment
6. I have experienced such difficulty in getting appointments that I am wondering if it wouldn't be better to do away with small GP practices and make everyone go to local GP centers. I am lucky at my age not to suffer from any serious condition but the real impossibility of getting an appointment means that I tend to put up with what I assume are the aches and pains of increasing age, where as it may be that something important is being overlooked. On numerous occasions I have been told that the only way to get an appointment is to ring at 8am. I have never been told about online booking system?	We are sorry for the difficulty you experience in booking appointments. We are providing a guide to making appointments leaflet which you can pick up from reception during your next visit or please visit our website for the leaflet. Our Website is : <a href="http://www.belmonthillsurgery.co.uk">www.belmonthillsurgery.co.uk</a>  We have reviewed our appointment system and are providing appointments bookable up to 4 weeks ahead.
7. Quite happy	Thank you for your comment
8. I don't think my GP practice is very good, and I don't think they take care of me, my family and neighbours well!	We are sorry that our level of care does not meet your expectations, please call the practice and speak to the practice manager to discuss how best could we help?
9. I've often had to wait several weeks to see a GP	Thank you for highlighting this to us, we are aware that there were some issues in the appointment system; we are now providing appointments that are bookable four weeks in advance. Sorry for any inconvenience caused.
10. I think they do all they can the surgery works hard and there are so many patients, I believe this surgery looks after me very well	Thank you for your comment
11. The worst thing is that it's impossible to get through on the phone, so I have to walk to the surgery which is exhausting if you are quite ill and the appointment will be later in the day so I have to do it twice, please get a proper phone system which holds callers in a queue.	Thank you for your feedback. We have changed our telephone system with enhanced features enabling calls to queue up hence you are no longer receiving an engaged tone. The system also tells you of your position in the queue. This has improved access. Please contact the surgery to request a New telephone system leaflet.
12. I don't like it that you have to ring on the day for appointments unless you can booking advance a couple of weeks, its stressful trying to get though on the phone or queuing outside if you're unwell	It is possible to book up to 4 weeks in advance and if your appointment is not urgent please ring us after 9.30am. The lines are normally less busy after 9.30am and we are still able to provide appointments up to 4 weeks ahead. Please contact us if you continue to have difficulties.
13. Definitely hours outside core working hours are essential, more of these please.	Thank you for your comment, we will consider your suggestion

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14. Getting the early or late appointment can be hard, if possible having extended hours would be helpful	The practice is currently providing extended hour surgeries Thursday 7-8am and Monday 18.30pm-19.30pm.
15. Dare I say more extended hours, my husband was a GP in the 50, 60, at least 50 years the days of Dr Adderly Thank you all for your excellent work	Thank you for highlighting this we will look into your suggestion.
16. It is good to have extended hours but the problem of getting an appointment on the day remains, as does trying to see the same doctor for an advance appt when that doctor is helping you with an ongoing condition and you don't wish to change	We take on board your comment; however, it is not always possible to provide an appointment with the Doctor of your choice. We understand the importance of continuity of care and advise that you book an appointment in advance when you wish to see the same doctor. We are offering 4 weeks ahead appointments.
17. Although everyone is very helpful it is often difficult to get an appointment within a couple of days of calling and impossible on the same day unless you call at 8am. It would be great to be able to get more timely appointments.	Thank you for your feedback. We have made some changes in the appointment system and are also offering telephone consultations. Please contact the surgery if you encountering more problems in booking an appointment
18. Ability to book an appointment online with less than a 10 day waits before that appointment. It might be fruitful to engage reception staff In role-play training where they act and experience the frustration of a patient meeting a less than friendly response from reception staff	Thank you for your constructive feedback. We are working to improve this by doing some role play and providing customer care update from outside sources.
19. I am always very happy with the service I get here, I find everyone to be polite and friendly as well as efficient and helpful	Thank you for your comment
20. Don't come here often but have always find it to be a very good practice	Thank you for your comment
21. Although the surgery is quite busy, I have always found it easy to make appointments for my daughter and for myself	Thank you for your comment
22. Other than more doctors, I think with what you have is very good or open on Saturdays	Thank you for your comment and we will look into your suggestion
23. Very difficult to book an appointment with the chosen GP or nurse. As far as I know it's impossible we often call to book an appointment with Gail Holloway.	Unfortunately it is not always possible to provide an appointment with the Doctor of your choice. We understand the importance of continuity of care but all the doctors in the practice are very qualified and provide an excellent level of care. Most of the time when a patient has seen another GP, they are very satisfied and felt that their concerns have been dealt with very well.
24. GP's very good I am very happy with overall quality and care	Thank you for your comment
25. Would be helpful if we could book appointments with the nurse online	We are aware of this issue and we have sent the suggestion to the software provider to find ways of improving the system.
26. From a mobile 0844 is really expensive and the other number is almost permanently engaged.	Thank you for your feedback. We have changed our telephone system with enhanced features enabling calls to queue up hence you are no longer receiving an engaged tone. The system also tells you of your position in the queue. This has improved access. During the busiest hours of the day, the lines are busy however if you need a routine appointment you could ring us after 9.30am.
27. Easier to make an appointment, having to wait weeks puts me off trying to get an appointment.	Thank you for informing us about your experience. We have made changes to our appointment system. Please view our

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Doctor brilliant very empathetic and understanding	guide to making appointments either online or in the practice. Should you still have further problems please contact the practice to discuss your issues?
28. I dislike electronic gadgets but I accept that they will take over more and more. I wonder how much it costs the surgery to install them.	Thank you for your comment. We are aware of this and we endeavor to ensure the gadgets provided in the practice are as user friendly as possible.
29. I have found receptionist have often given me incorrect or conflicting information. I have had to chase up reception a number of time regarding referrals.	Thank you for your comment; we are sorry that your Interaction with us hasn't been up to high standards.
30. To be able to make an appointment for the next day or 2 or 3 days later	Our appointment system has changes and we are offering appointments bookable up to 4 weeks ahead. Please contact the practice for a copy of the guidelines.
31. I was referred to ophthalmology at Lewisham hospital in October, I was told to expect to wait one month, after a month I phoned the hospital and was told the referral had not be received. The surgery said it had been sent but re-referred in November; a week later Lewisham referred me to kings who offered me an appointment for April 2014. It would have been helpful if it had been advised to check at each stage because it didn't enter my head that this would be the chain of events, that's instead of a one month wait I will have had a six month wait!	
32. The seats in the downstairs waiting area are placed at such an angle that waiting patients cannot see either the TV or the announcing the next patient's name. It is unwelcoming and confusing as an arrangement.	Thank you for your comment, we will consider your suggestion
33. The arrangement of the seats in the reception area is bizarre.	Thank you for your comment, we will consider your suggestion
34. Website needs to allow a contact even a few words if not functioning properly, e.g. I tried to completed this questionnaire online as directed by text message but other than the cursor showing it would not allow anything to type in or select answers.	Thank you for highlighting this to us, we are aware of the problem and will be working to rectify them
35. There is no need for me to come to the evening or early morning for an appointment	Thank you for your comment
36. Dr Gail Holloway is one of the best and kind GP's I have ever encountered in my life. I wish all GPs in the world would have been like her, your kindness and polite concern about your well-being make you exceptional indirectly makes you healthier by being less stressed.	On behalf of Dr Holloway, Thank you for your comment.
37. I mainly have to arrange appointments for my husband who has ongoing health issues and it is very stressful trying to get appointments. I have frequently been in tears after I have left the surgery after trying to make an appointment for him. I like many people now come and queue outside the surgery of a morning to get an appointment as I can't get through on the phone.	