

The Vale Medical Centre Comments and Feedback – Quarter Ended 30 November 2014

Patient Comment / Feedback	The Vale Medical Centre Response
Compliment: Thank you for being so helpful, especially Sue at the reception who went out of her way to sort out our problems. Very helpful staff and well run surgery	On behalf of the Vale Medical Centre, thank you for your positive feedback.
<p>It has been a pleasure for me to meet you as a GP.</p> <p>It is not usual but I liked to meet you (usually I don't like to meet GPs).</p> <p>Now, I don't live anymore by Forest Hill, so I will soon register in a nearby health centre. (In Woolwich).</p> <p>I thank you for all you did for me and especially for taking care of my prescription which brings me so much comfort</p>	On behalf of the Vale Medical Centre, thank you for your positive feedback.
I work for the NHS myself and think it's great the way your practice is always keen to hear patient feedback.	Our patient feedback will always ensure that we are able to offer the best possible service to our patients.
I think the service offered by The Vale is very good - it's easy to get an appointment, and I like the way I can book an appointment online and through my phone. The doctors are good and professional. I never have to wait too long in the waiting room.	On behalf of the Vale Medical Centre, thank you for your positive feedback.
Very good service thanks	On behalf of the Vale Medical Centre, thank you for your positive feedback.

The Vale Medical Centre Comments and Feedback – Quarter Ended 30 November 2014

<p>Based on my services from you, in my opinion I think that overall the services are helpful and reliable into meeting my standards, however I feel like booking an appointment over the phone with a specific doctor is quite difficult.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback. With regards to your comment on booking appointments over the phone, have you thought about signing up to Emis access where you are able to book appointments with the doctor of your choice the evening before. Please see our website for the different ways in which you can access your GP.</p>
<p>Always friendly staff, haven't had any problems so far. Can't think of anything bad to say about the Vale Centre.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>I am happy with my GP Service.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>My Son and I has been registered with this surgery for a numinous amount of years. The service has always been very good. Although I have seen many different doctors over the years; this has not had a negative impact in the consistency of my care. Appointments are readily available, as appose to other known surgeries; where one has to wait unto to a week. I am happy to be cared under the Vale Medical Centre.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>I've found the online facility very useful, it is now easier than ever to book an appointment.</p>	<p>We are very pleased that you find our online access to appointments helpful. It is obviously the way forward and we shall continue to encourage patients to sign up. Thank you.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 30 November 2014

<p>I do not use the practice very often and my last visit was a year ago. I would like to say that the walk-in service could have been better - by taking names on a first come, first served basis, instead there was a scramble to queue up to see the doctor by everyone, allowing people who had just arrived to get to the front - very un-fare. I hope this has been rectified since last year. My previous visits to the surgery have been satisfactory - but I also think diagnose should include what dietary factors are causing a dis-order (as happens a lot in my case) - in my experience processed food can cause all kinds of serious symptoms that are similar to serious conditions such as arthritis, joint and psychological problems.</p>	<p>Thank you for your comments that have been forwarded on.</p>
<p>My name is..... myself and my family have been with this surgery for over 25 years, it is one off the best, the doctors are excellent and very efficient and the nurses are very good and the staff are very good to, this is what I call family doctors surgery doctor who will listen and understand when are sick who don't tell you your 10 minutes are up, well done to the all the team at the vale medical centre, am sorry for this late message.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>I just wanted to say, that I value the friendly and generally very helpful reception staff. I think that the vale practise is the best practise I have experienced with the blood clinic and nurses and I never have to wait long to see a doctor.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>I very much appreciate the kind and efficient service I always receive from the Vale Medical Centre.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>I'm happy with the service from The Vale Medical Centre, and particularly like the daily appointment bookings service. I often say good things to my Mother who lives in Brazil regarding the great medical support that I get from Vale Medical Centre. Thank-you.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 30 November 2014

<p>All's well that ends well. Thank you for your service.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>
<p>Booking appointments by email. Particularly routine appointments for e.g. blood tests.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>
<p>Hi, I have had fantastic service from everyone at the Vale Medical centre! Thanks all you!</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>
<p>I am happy with care I have received from surgery at the moment.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 30 November 2014

<p>Dear GP I would to say I love my GP I've been you since 1993 and have seen many changes, the staff are friendly pick especially Stuart and Beverley couple of the other receptionist which I can't remember names, very helpful when in stress. The only thing I was saying it would be nice to have an area where patients can feel comfortable talking about personal issues at the front desk, however I still think there is room for improvement regarding the front desk it is nice that patients come in and see you :-) even though I know that at times it can be very stressful for the receptionist, patients genuinely feel distraught this is depressed and unwell and I believe that the front desk is so important in this does make a big difference to one vulnerable patients, Who have personal issues they may want talk about and not so other patients can hear.</p>	<p>Thank you for your comment, we also agree that sometimes patients do require a little more privacy, so much so we do advertise at the front reception desk that any patient who may need more privacy only needs to ask at the Reception and they can be taken to a more private area. we have personal ID slips where patients can obtain their personal ID number, which identifies them on our system.</p>
<p>Dear Mr Hall, I know I missed the last feedback but my wife and I would like to say how much we appreciate your work and how happy we are with the service provided by the doctors specially Dr Clementine. God bless you all. Kind regards.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>
<p>I am happy to be your patient!</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>
<p>My experience so far has been OUTSTANDING! (New patient registered a month or two ago). Online facilities much appreciated, very helpful frontline staff + 2 doctors seen so far. Very reassuring + helpful, same with the nurse + SC advisor. Many Thanks.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 30 November 2014

<p>Comment/suggestion: I think patients that fail to turn up to their appointments and don't cancel should pay a fine then they would probably cancel. I read the notice that 65 people failed to attend their appointment in Sept. I think it's really bad to do that, it only takes a couple of minutes to make a call and cancel, I always do if I know I don't need to use my appointment</p> <p>Compliment: I am very happy with all the staff at the Vale Medical Centre Thank you</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>
<p><i>I wish you guys ran the Health Service as certainly the most organised surgery I have ever attended!</i></p> <p><i>My only suggestion is that you implement a queuing system for your morning walk in centre rather than just the engaged tone i.e. "you are number 3 in the queue."</i></p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p> <p>With regards to the telephone queuing system when contacting the surgery, we will review this option once our contract is up for renewal.</p>
<p>Comment/suggestion: I recently became a lay member of Lewisham CCG's Referral Support System Steering Group which is chaired by one of our Doctors. It will next meet on 22 October. If I am to become an effective member of this steering group I need to become much better informed about this practice's referral arrangements than I am at present. I would therefore appreciate some briefing on them soon. In particular (and for my own reason) I would like to gain some understanding of the referral arrangements for people who have mental health problems.</p> <p>Compliment: Having recently joined this practice I have been well satisfied with the service I have received so far.</p>	<p>Thank you for your comments, this has been passed onto the appropriate doctor who will respond to you.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 30 November 2014

<p>Comment/suggestion: I have always received proper and timely treatment from here and if it needs to be referred to the hospital it is carried out and with no time wasted. Our doctors, nurses and all workers are very friendly and helpful</p> <p>Compliment: Well done all of you.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>
<p>The surgery operate in the parameters allow by the present government to the best of their ability so there is no need to complain, because there is warmth and understanding given by them on duty at the time.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>
<p>Compliment: I would like to say what a wonderful job the reception and IT staff do and The Vale so organised, efficient and friendly. You work miracles with last minute appointments. Thank you so much.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p> <p>Please feel free to post comments on the NHS Choices.</p>