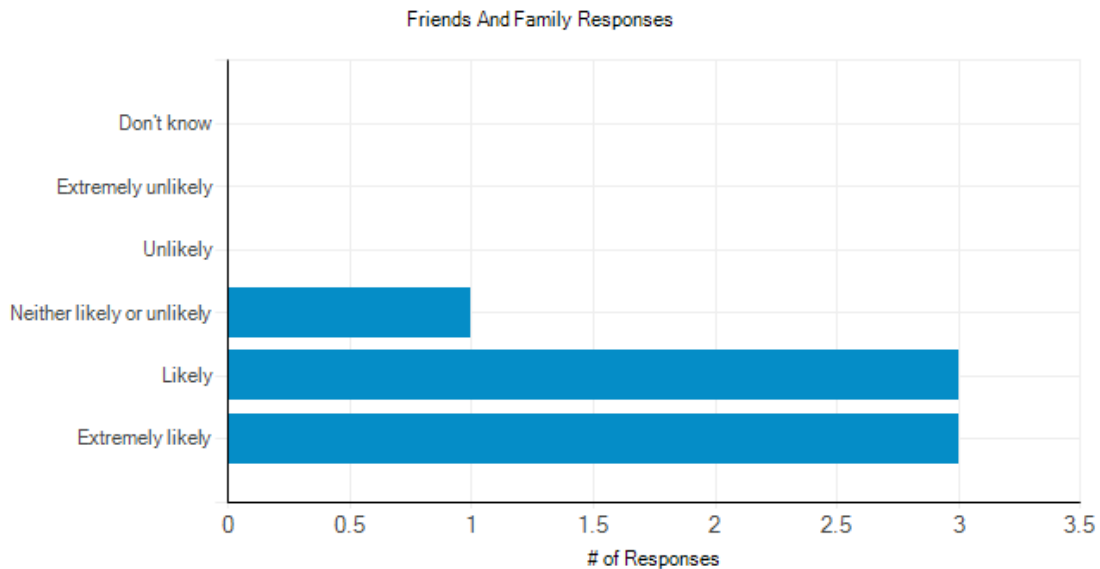


Friends and Family Test Results – October 2016  
The Bovey Tracey and Chudleigh Practice



**Comments received:**

Response #1:

Only 2 GP's to choose from, so better the one you know

Response #2:

I don't mind not being able to see my own GP all the time, but I find that if I don't give in depth my details/problem to the receptionist it is difficult to make an appointment to see a GP. I strongly believe in patient confidentiality and not to discuss with the receptionist.

Response #3:

At very short notice Dr Eracleous saw my niece and her parent to look at my nieces poorly ear. She was very thorough, friendly despite being very late in the day. She arranged a next day appointment at Torbay which was amazing. So grateful for them. The receptionist we initially rang was perceptive and despite being a few minutes to closing, facilitated the appointment. Thanks.

Response #4:

Please, please can you fix the doorbell on Tower House Surgery, so that those of us who are disabled in a wheelchair or have a buggy can actually get into the surgery.

Response #5:

Certain receptionist could be more welcoming, a smile costs nothing. Not always easy to see doctor of choice therefore lacking in continuity of care.

Response #6:

Always had very good attention when needed

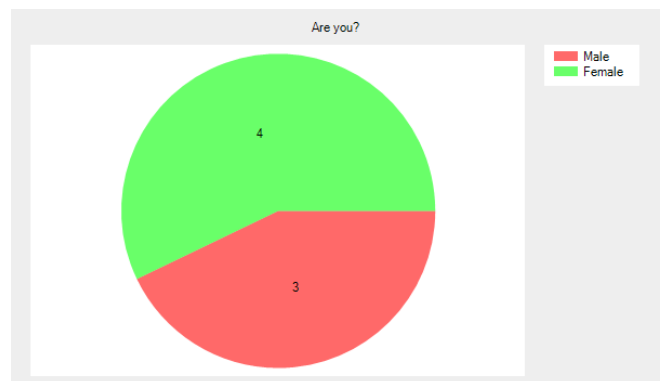
#### Response #7:

I think it is a good surgery as they listen, but slow at referring onto hospital appointments.

**To ensure that the feedback we receive represents our practice population, please provide the following details.**

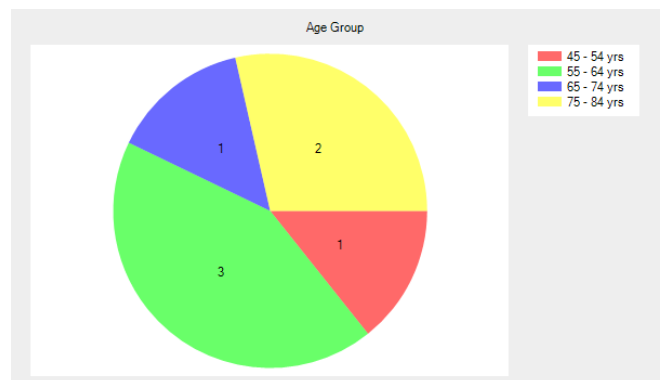
#### **Are you?**

- Male - **3** (42.9%).
- Female - **4** (57.1%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



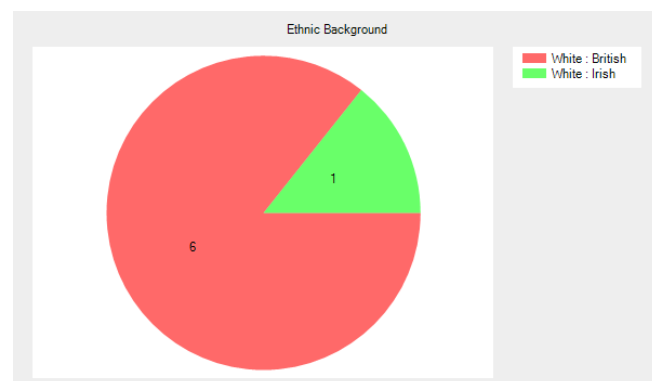
#### **Age Group**

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **1** (14.3%).
- 55 - 64 yrs - **3** (42.9%).
- 65 - 74 yrs - **1** (14.3%).
- 75 - 84 yrs - **2** (28.6%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



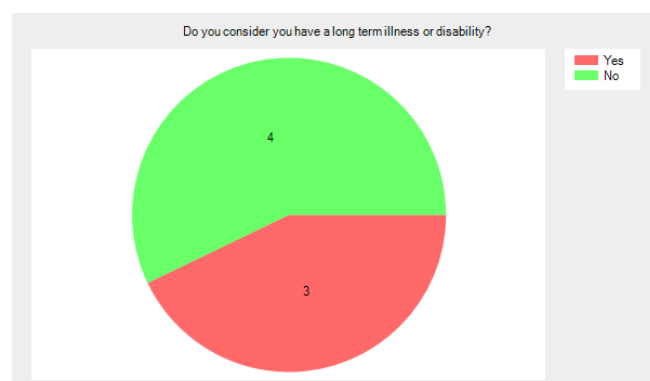
## Ethnic Background

- White : British - **6** (85.7%).
- White : Irish - **1** (14.3%).
- Mixed : White & Black Caribbean - **0** (0.0%).
- Mixed : White & Black African - **0** (0.0%).
- Mixed : White & Asian - **0** (0.0%).
- Asian or British Asian : Indian - **0** (0.0%).
- Asian or British Asian : Pakistani - **0** (0.0%).
- Asian or British Asian : Bangladeshi - **0** (0.0%).
- Black or Black British : Caribbean - **0** (0.0%).
- Black or Black British : African - **0** (0.0%).
- Other : Chinese - **0** (0.0%).
- Other : Other Ethnic Group - **0** (0.0%).
- No response - **0** (0.0%).



## Do you consider you have a long term illness or disability?

- Yes - **3** (42.9%).
- No - **4** (57.1%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



## Which surgery do you usually attend?

- Riverside, Bovey Tracey - **3** (42.9%).
- Tower House, Chudleigh - **4** (57.1%).
- No response - **0** (0.0%).

