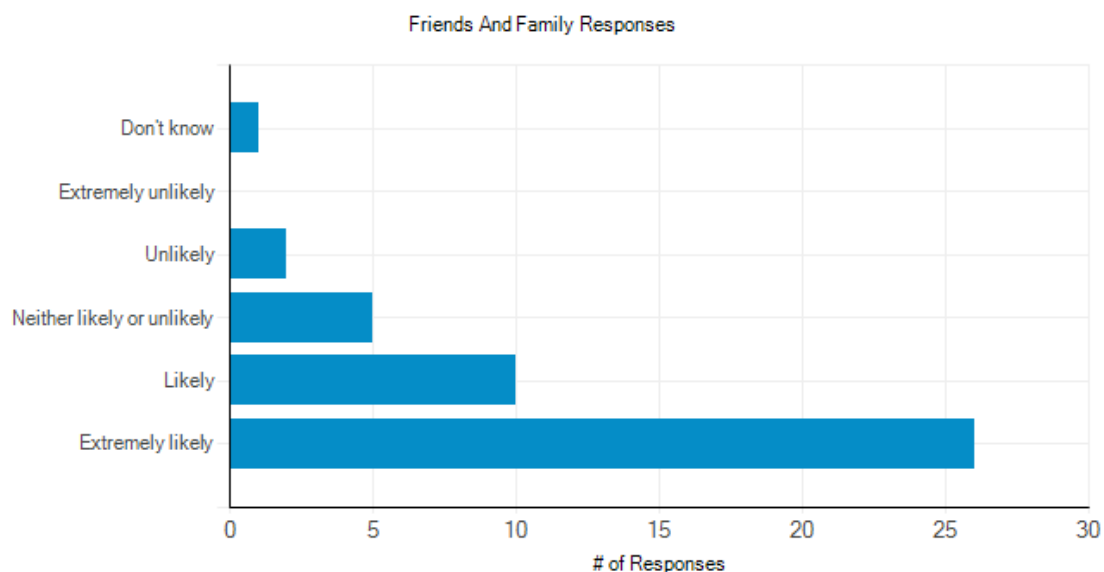


Friends and Family Test Results – April 2016
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

I get on very well my GP Dr Maybin

Response #2:

Difficult to get an appointment in the week of phone

Response #3:

Friendly, helpful with appointment

Response #4:

Trying to get an appointment is difficult. You have to wait one or two weeks. When you are feeling poorly this is very upsetting.

Response #5:

Receptionists are always very helpful and courteous and do their best to get you an appointment ASAP.

Response #6:

1. Sometimes it is difficult to get through on the phone 2. Often it is 6/52 before one can see one's own doctor and have an appointment. Then if one has several problems it is rushed due to limited time. However the service when the patient does get it, is excellent.

Response #7:

I know that I can trust the GP that I choose to consult, to make the right decision and take prompt action, where necessary for a positive outcome

Response #8:

Pleasant atmosphere. Smiley, helpful receptionist Welcoming doctor, taking care - nothing too much trouble - kind Giving me a feeling I am cared for a matter

Response #9:

I have always have good service and advice from everyone especially the doctors

Response #10:

The GP I saw did not make me feel welcome and attitude was abrupt

Response #11:

The Doctor I saw had not time for me in my opinion. I felt as though I was imposing on the Doctor's time

Response #12:

Doctor is always thorough

Response #13:

Very satisfied with surgery

Response #14:

I was seen by a Doctor almost immediately when I had cause for real concern. Likewise in my husband's case. Excellent service. Much appreciated. Well done!!

Response #15:

Friendly receptionist team. Doctors always ready to listen

Response #16:

Polite and courteous doctors and staff

Response #17:

Simply the best

Response #18:

No one could get more help and kindness than what I have received over many many years

Response #19:

I have always received polite, attentive care from all staff

Response #20:

Very friendly and non-judgemental

Response #21:

Always been happy with the treatment I've received

Response #22:

The staff are always friendly

Response #23:

The staff are always very helpful and friendly

Response #24:

Very hard to make appointment or see the Doctor you want. Told by reception no appointments after 10am-4pm. This is very hard to fit with buses, I have to get a taxi costing me £10 for both ways

Response #25:

3 weeks! To see a Doctor of choice. Appointments not released far enough ahead. Your Doctor asks to see you, but you can't get in! Reception counter often inefficient and very slow. Only one person on and queue waiting. Took 2 weeks for referral letter to hospital to be sent! One of us take special medication from the hospital so needs to be seen urgently if unwell. Reception do not understand this and do not check notes. Practice manager verging on rude

Response #26:

Our doctor and nurses have been most helpful

Response #27:

Lost prescriptions

Response #28:

Fairly efficient front of house staff and very good efficient doctors

Response #29:

Didn't feel rushed. Doctor seem genuinely interested and I felt valued

Response #30:

More patient's will mean a longer time to wait for an appointment, therefore I am not keen to recommend you

Response #31:

First class service

Response #32:

All of the Doctors listen and diagnose where appropriate. Seems to be lots of new faces. Hopefully this will make it easier for making quick appointments

Response #33:

Am happy with the practice but feel more appointments need to be made available. Recently

needed to make a routine appointment and the first available was 11 days ahead. To see either of the doctors of my choice appointments were 18/19 days ahead.

Response #34:

All of the GP's are straight forward good GP's. All the staff are helpful and nice.

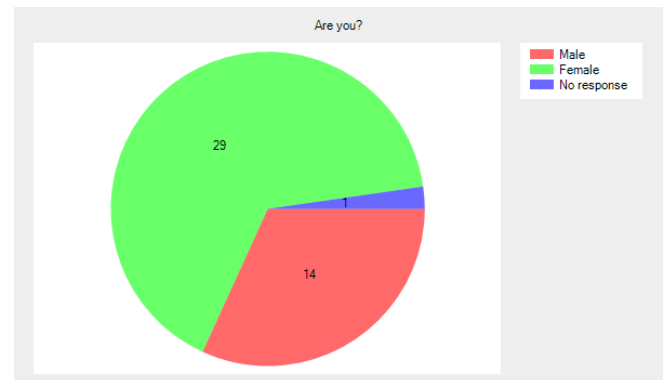
Response #35:

Very professional conversation

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

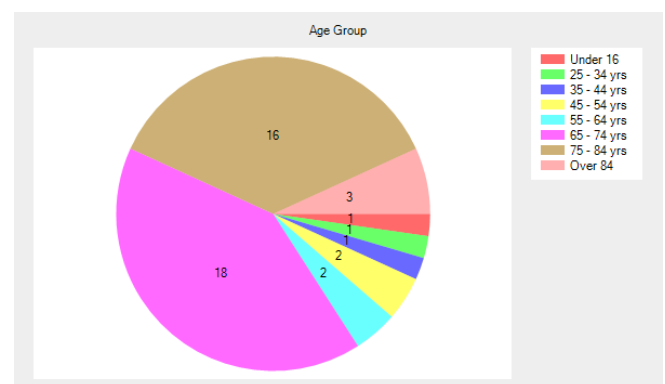
Are you?

- Male - **14** (31.8%).
- Female - **29** (65.9%).
- Prefer not to say - **0** (0.0%).
- No response - **1** (2.3%).



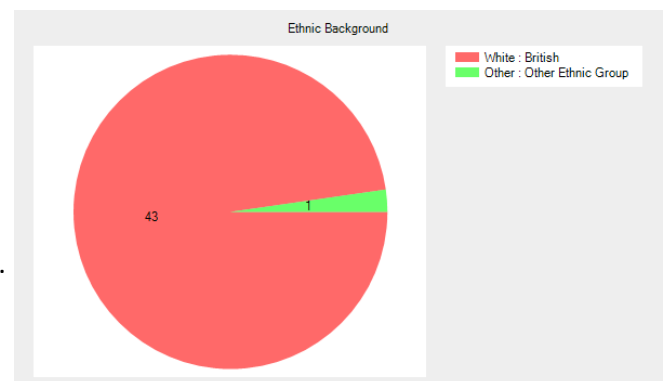
Age Group

- Under 16 - **1** (2.3%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **1** (2.3%).
- 35 - 44 yrs - **1** (2.3%).
- 45 - 54 yrs - **2** (4.5%).
- 55 - 64 yrs - **2** (4.5%).
- 65 - 74 yrs - **18** (40.9%).
- 75 - 84 yrs - **16** (36.4%).
- Over 84 - **3** (6.8%).
- No response - **0** (0.0%).



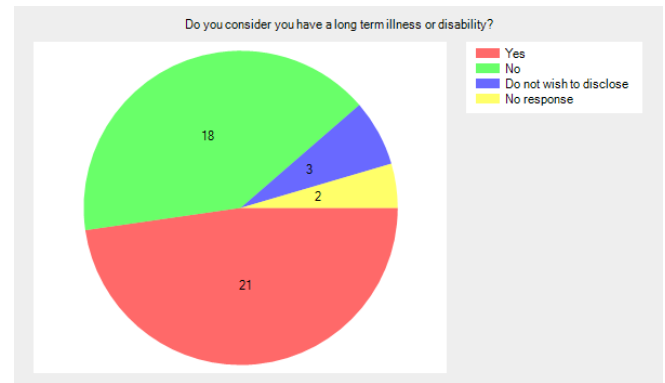
Ethnic Background

- White : British - **43** (97.7%).
- White : Irish - **0** (0.0%).
- 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 - **1** (2.3%).
- No response - **0** (0.0%).



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

- Yes - **21** (47.7%).
- No - **18** (40.9%).
- Do not wish to disclose - **3** (6.8%).
- No response - **2** (4.5%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **43** (97.7%).
- Tower House, Chudleigh - **1** (2.3%).
- No response - **0** (0.0%).

