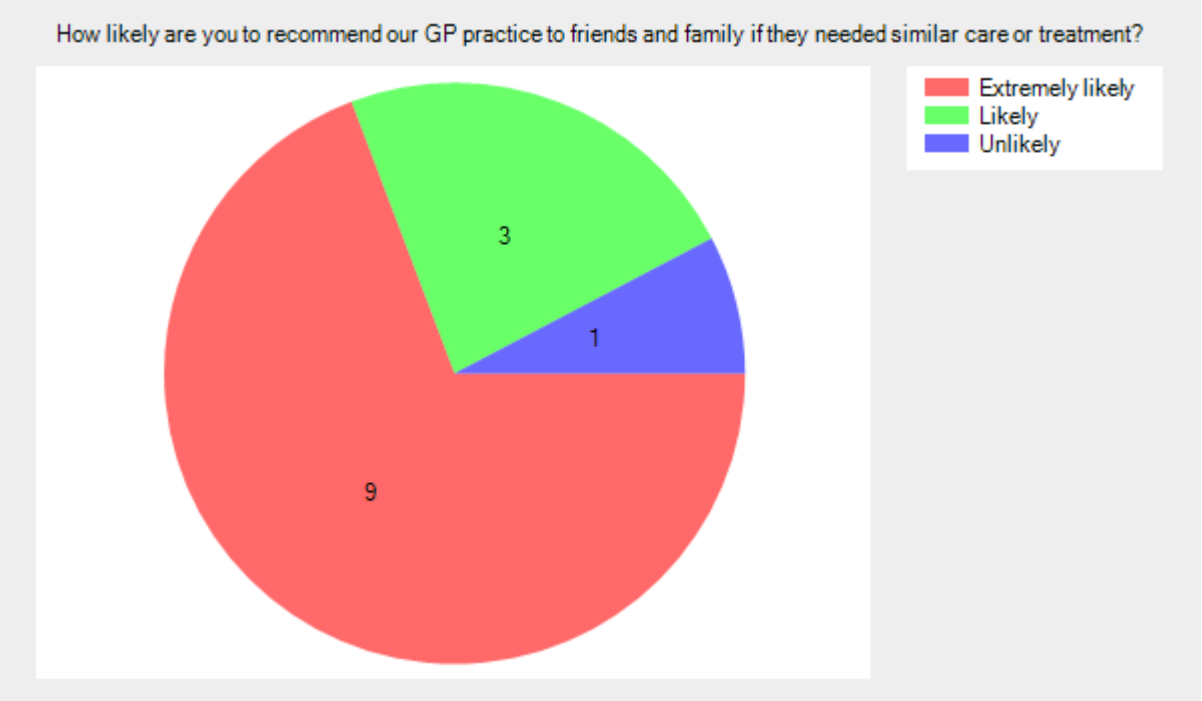
December 2014

The survey had **13** responses.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- Extremely likely - **9** *(69.2%)*.
- Likely - **3** *(23.1%)*.
- Neither likely or unlikely - **0** *(0.0%)*.
- Unlikely - **1** *(7.7%)*.
- Extremely unlikely - **0** *(0.0%)*.
- Don't know - **0** *(0.0%)*.
- No response - **0** *(0.0%)*.



Please can you tell us the main reason for the score you have given in the first question? Please be aware that this survey is anonymous. For this reason we would ask patients not to put any details such as names, contact details in the comments section below.

This is a free-text question, so analysis cannot be performed.

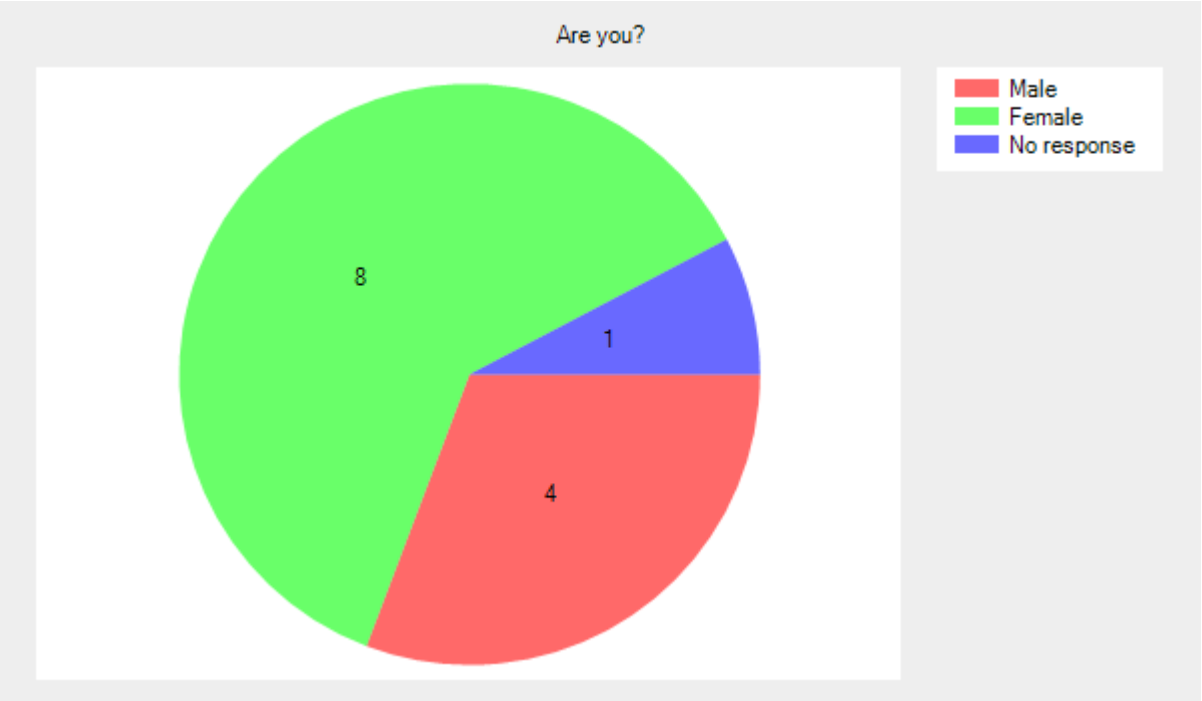
The following free-text responses were declared:

- The doctor and nurse I saw were very friendly and professional. I only said 'likely' rather than 'extremely likely' as I has to wait nearly three weeks for the appointment. (1)
- Kind & understanding doctor - understood ours needs, son & affect on family - very professional and listened. Excellent reception staff. (1)
- Because of the great service provided. (1)
- Doctors don't listen if you have more than one thing to discuss - was told to make another appointment even though I had been in there only 5 minutes! (1)
- I have always had good service from the doctors and staff. (1)
- because I have always been treated well (1)
- excellant care from some GP's but others don't seem interested in what you are trying to say. Flu jab day was a nightmare with the practice trying to do asthma/ blood pressure and shingles jabs all on the same day. Asthma check was a tick box exercise with no height/ weight/ peak flow check or bp check if the patient hasn't time to wait. (1)
- Always received excellent care from doctors and nurses. (1)
- Clinical excellence. Whatever you say is taken seriously. They go the extra mile and stay calm! Each visit, they are well prepared. Can usually get appointment in preferred time, phone call back by GP is superb. (1)

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

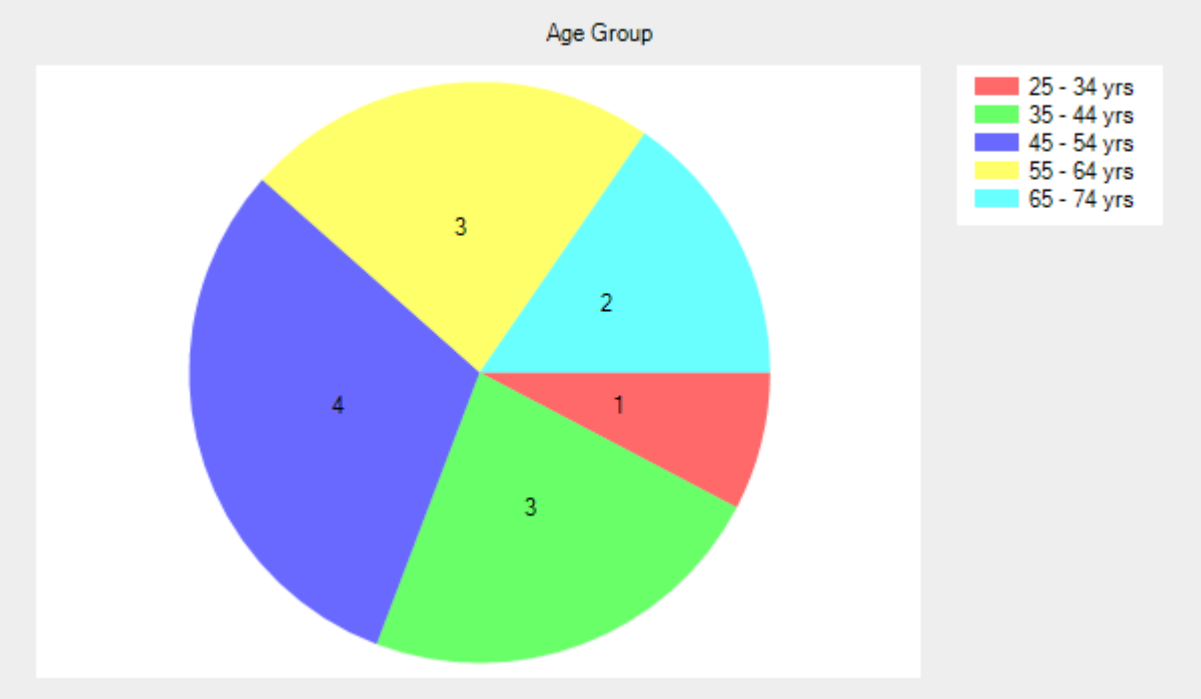
Are you?

- Male - **4** *(30.8%)*.
- Female - **8** *(61.5%)*.
- No response - **1** *(7.7%)*.



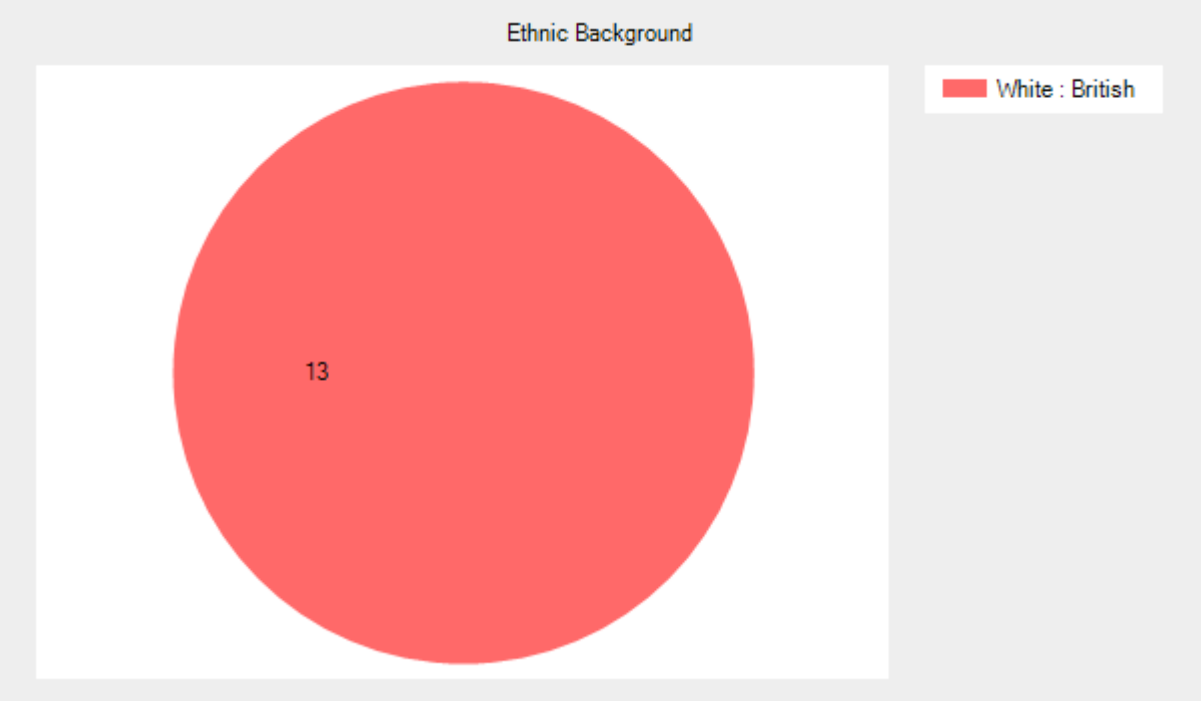
Age Group

- Under 16 - **0** *(0.0%)*.
- 17 - 24 yrs - **0** *(0.0%)*.
- 25 - 34 yrs - **1** *(7.7%)*.
- 35 - 44 yrs - **3** *(23.1%)*.
- 45 - 54 yrs - **4** *(30.8%)*.
- 55 - 64 yrs - **3** *(23.1%)*.
- 65 - 74 yrs - **2** *(15.4%)*.
- 75 - 84 yrs - **0** *(0.0%)*.
- Over 84 - **0** *(0.0%)*.
- No response - **0** *(0.0%)*.



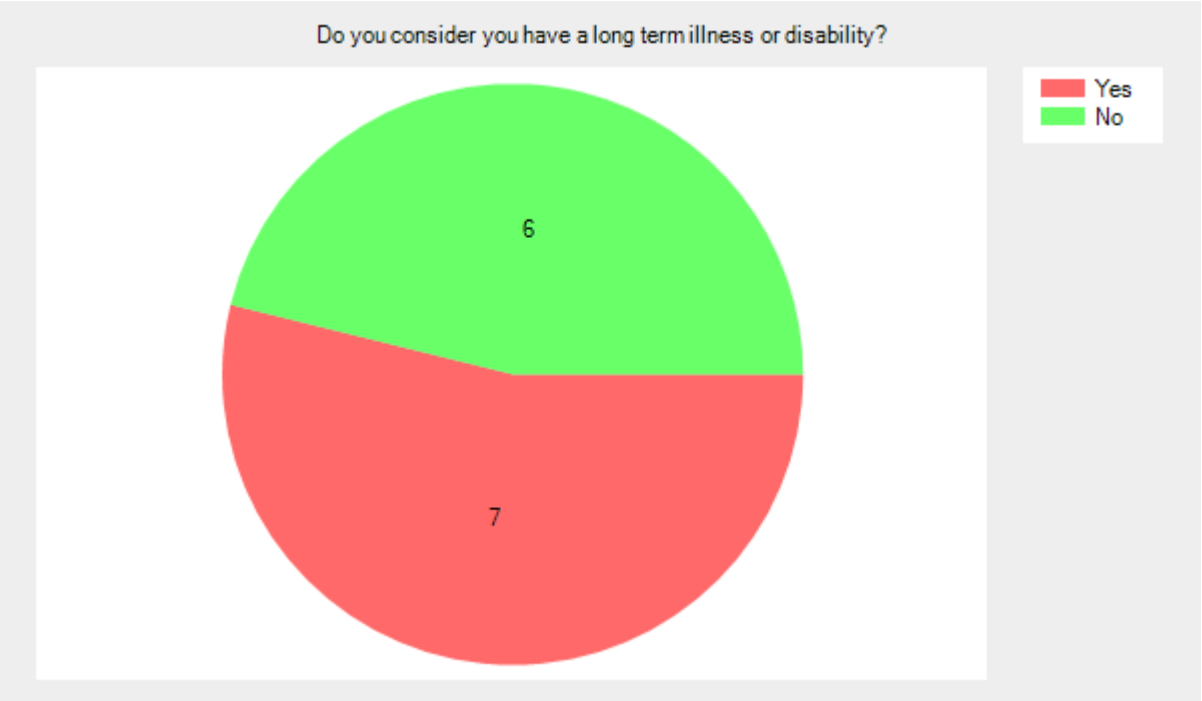
Ethnic Background

- White : British - **13** *(100.0%)*.
- 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 - **0** *(0.0%)*.
- No response - **0** *(0.0%)*.



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

- Yes - **7** *(53.8%)*.
- No - **6** *(46.2%)*.
- Do not wish to disclose - **0** *(0.0%)*.
- No response - **0** *(0.0%)*.



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **7** *(53.8%)*.
- Tower House, Chudleigh - **6** *(46.2%)*.
- No response - **0** *(0.0%)*.

