

Data from July-Sept 2015 + Jan - Mar 2016  
BOVEY TRACEY & CHUDLEIGH PRACTICE



weighted data

% of patients who find it easy to get through to this surgery on the phone

% of patients who find the receptionists at this surgery helpful

% of patients who with a preferred GP usually get to see or speak to that GP

% of patients who were able to get an appointment to see or speak to someone the last time they tried

% of patients who say the last appointment they got was convenient

& of patients who describe their experience of making an appointment as good

% of patients who usually wait 15 minutes or less after their appointment time to be seen

% of patients who feel they don't normally have to wait too long to be seen

% of patients who say the last GP they saw or spoke to was good at giving them enough time

% of patients who say the last GP they saw or spoke to was good at listening to them

% of patients who say the last GP they saw or spoke to was good at explaining tests and treatments

% of patients who say the last GP they saw or spoke to was good at involving them in decisions about their care

% of patients who say the last GP they saw or spoke to was good at treating them with care and concern

% of patients who had confidence and trust in the last GP they saw or spoke to

% of patients who say the last nurse they saw or spoke to was good at giving them enough time

% of patients who say the last nurse they saw or spoke to was good at listening to them

% of patients who say the last nurse they saw or spoke to was good at explaining tests and treatments

% of patients who say the last nurse they saw or spoke to was good at involving them in decisions about their care

% of patients who say the last nurse they saw or spoke to was good at treating them with care and concern

% of patients who had confidence and trust in the last nurse they saw or spoke to

% of patients who are satisfied with the surgery's opening hours

% of patients who describe their overall experience of this surgery as good

% of patients who would recommend this surgery to someone new to the area

66%

88%

54%

87%

87%

74%

70%

59%

87%

88%

84%

82%

89%

96%

98%

93%

93%

86%

95%

99%

71%

86%

83%