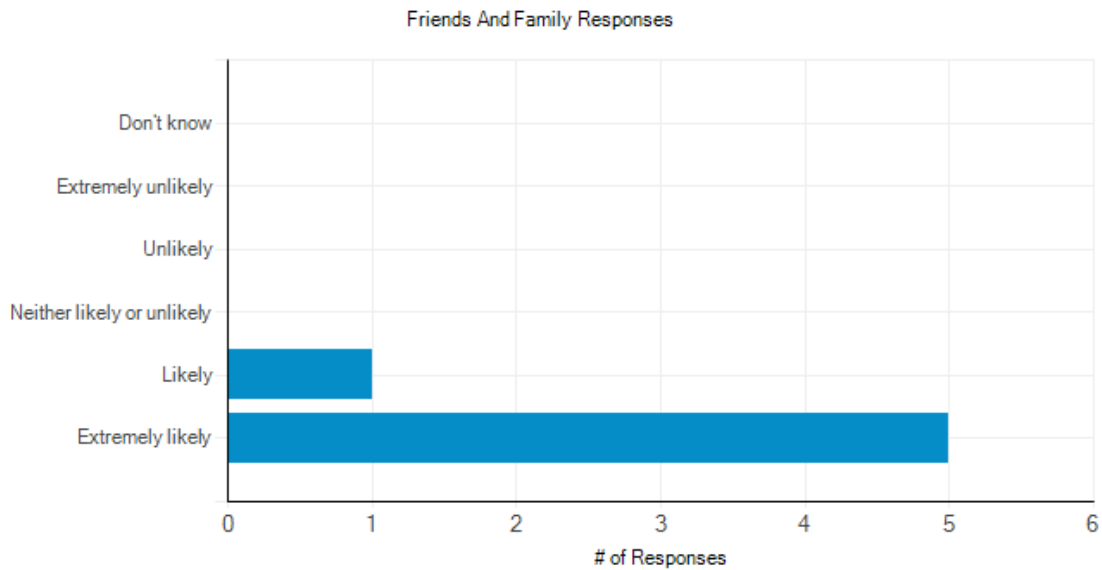


Friends and Family Test Results –December 2018 The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Good clinicians - not had reason to find fault - caring, experienced, trying to do the right thing. Not always to time - but I work in the NHS and my clinics are not always to time either so don't feel I can complain about this. This is the pressure of the system - If you design a system for the average patient and the first 2 patients take longer, then you spend the rest of the day trying to catch up.

Response #2:

I felt I was being listened to and very comfortable asking questions, never had a problem.

Response #3:

I had a very helpful phone consultation with a GP. This saved me from coming to an unnecessary appointment during the working day as well as saving the practice from wasting an appointment space. The GP was able to quickly check laboratory test results from a recent visit to Derriford ED and phone me back with the results, offering appropriate ongoing treatment.

Response #4:

You are treated very well and the service is excellent.

Response #5:

Doctors - very good

Service - very good

Waiting time - good

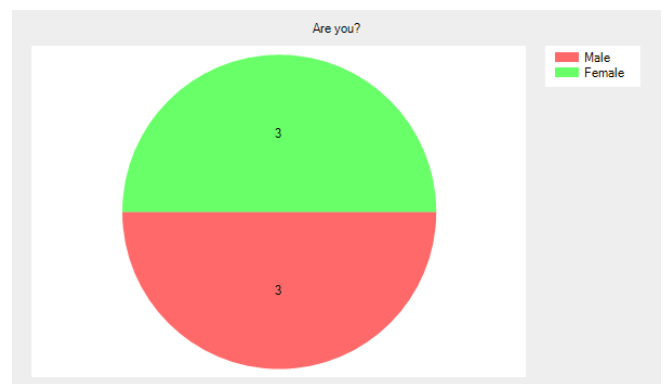
Response #6:

The locum Doctor I saw was very thorough, kind and understanding. Most of all, he took the problem seriously and didn't make light of it.

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

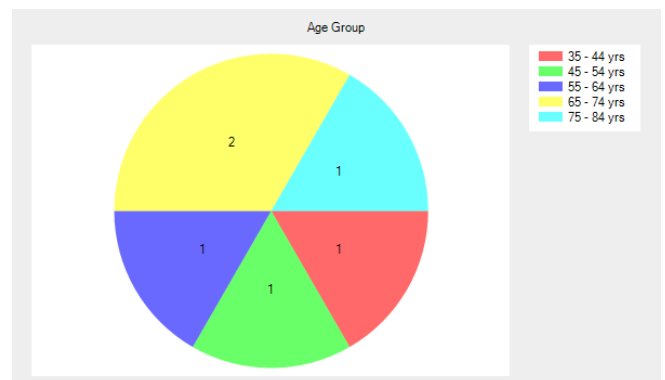
Are you?

- Male - **3** (50.0%).
- Female - **3** (50.0%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



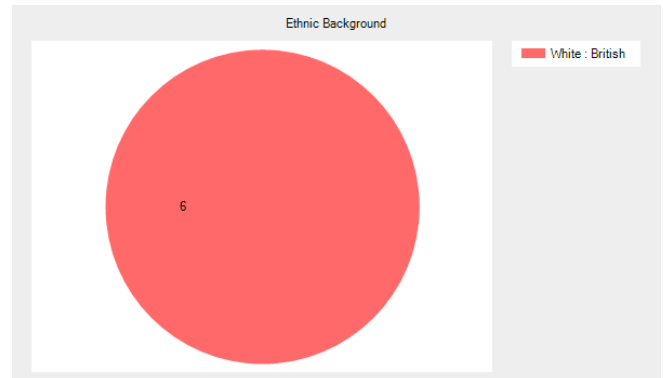
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **1** (16.7%).
- 45 - 54 yrs - **1** (16.7%).
- 55 - 64 yrs - **1** (16.7%).
- 65 - 74 yrs - **2** (33.3%).
- 75 - 84 yrs - **1** (16.7%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



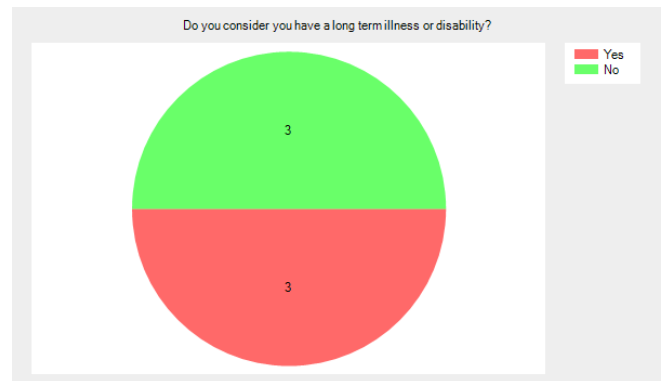
Ethnic Background

- White : British - **6** (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 - **3** (50.0%).
- No - **3** (50.0%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **6** (100.0%).
- Tower House, Chudleigh - **0** (0.0%).
- No response - **0** (0.0%).

