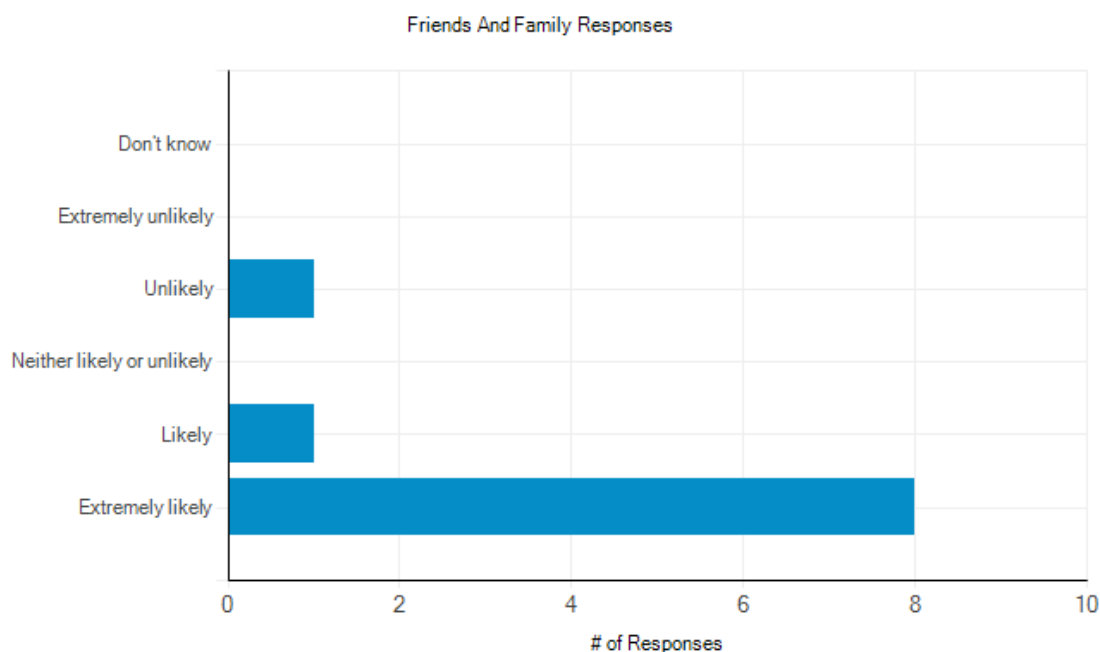


## Friends and Family Test Results – January 2022

### The Bovey Tracey and Chudleigh Practice



## Comments

### Response #1:

We just want to say in light of all the negative press that NHS and GP practices have received of late how grateful we are for the staff and services provided by your team. Thankfully we are relatively fit and healthy but if we have needed a doctor over the last couple of years we have spoken to or been seen by one within a day or so without any drama or angst. The reception staff and nursing team have been great too with routine screening checks etc. I have heard of friends across mid and east Devon waiting up to 2 weeks to speak to a GP and I can hardly comprehend that. Whatever your practice manager and team are doing please keep up the good work and know that you are appreciated. We hope with the extra housing being built in Chudleigh that the practice can continue to provide such good provision in future.

### Response #2:

Whenever I have a problem it's always been treated quickly and efficiently.

### Response #3:

Good service.

Response #4:

Always have good care even in these difficult times. Everyone is friendly and helpful.

Response #5:

Always been seen when needed. Never had need to complain.

Response #6:

Both the Doctors & Nurses have, when the need has arisen addressed all issues with professionalism and understanding.

Response #7:

We are continually told that GPs are under immense pressure and as I don't expect to get a face to face appointment, I feel obliged to avoid the Practice. If I could afford to go private I would.

Response #8:

Good communication from reception to Doctors. Prompt telephone answering & helpful staff.

Response #9:

I always receive excellent service from the reception personnel, whether by telephone or in person, and my doctor is always very thorough and informative.

Response #10:

Always room for improvement!