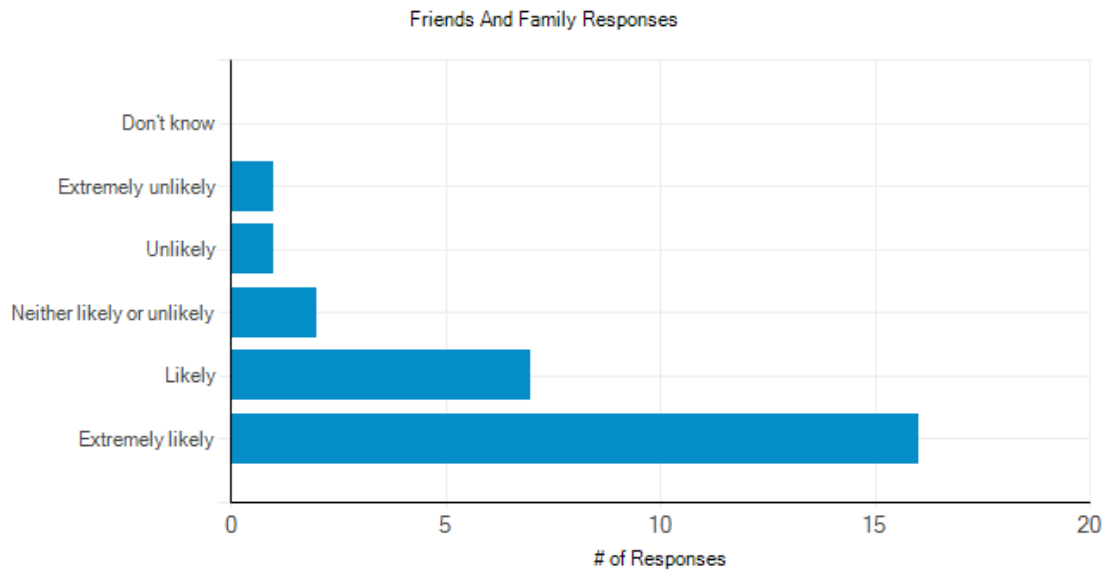


Friends and Family Test Results – August 2015
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Always kind and helpful.

Response #2:

Always helpful.

Response #3:

Poor service and communication.

Response #4:

Good attention and pleasant staff, both reception and nurses.

Response #5:

All have always been very helpful and pleasant.

Response #6:

Generally good access to the doctor. Friendly and efficient nurses and staff.

Response #7:

Pleasant staff. Just a shame it takes so long to get an appointment to see the doctor.

Response #8:

Fantastic service. Doctor fitted me in at very short notice- great customer service and clinical care.

Response #9:

A phone call, x-ray, consultant, operation all within a matter of weeks for a hip replacement.

Response #10:

Usually good service but I appreciate that the practice is getting busier but the day and do worry how it is going to manage with extra housing coming.

Response #11:

Pleasant atmosphere. Cheerful, helpful receptionists. Excellent doctors and nurses.

Response #12:

Recent experiences of service have been helpful and positive. However sometimes aware of speed of appointment and maybe put off discussing things further and other health concerns.

Response #13:

Because the service is helpful, friendly and excellent.

Response #14:

Doctors are coming and going. Difficult to see doctor especially own doctor.

Response #15:

Because the practice is always helpful.

Response #16:

Everyone very helpful, kind and considerate.

Response #17:

Booking appointments is very difficult , today I called then had to wait for a doctor to call back, 4 and a half hours later I spoke to a doctor who made an appointment. A total waste of time and NHS money as the doctor called me 3 times plus time wasting. You need to be able to make an appointment when you cannot wait 4 and a half hours. Other doctor surgeries do normal bookings. Very bad service.

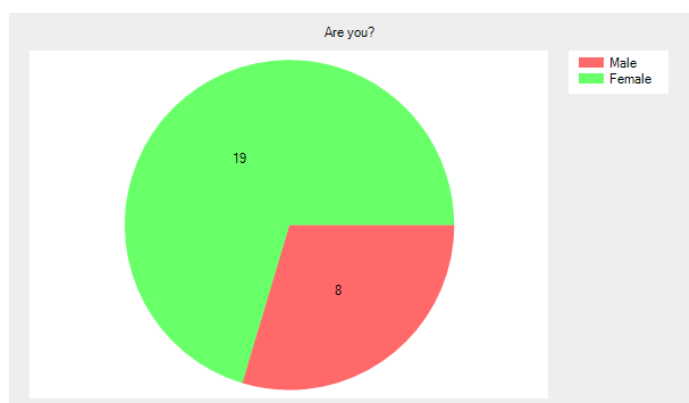
Response #18:

Reception staff are warm and welcoming in person; always kind and courteous on the telephone! The clinical staff are friendly and professional; the doctors I have seen have always been thorough, professional and caring!

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

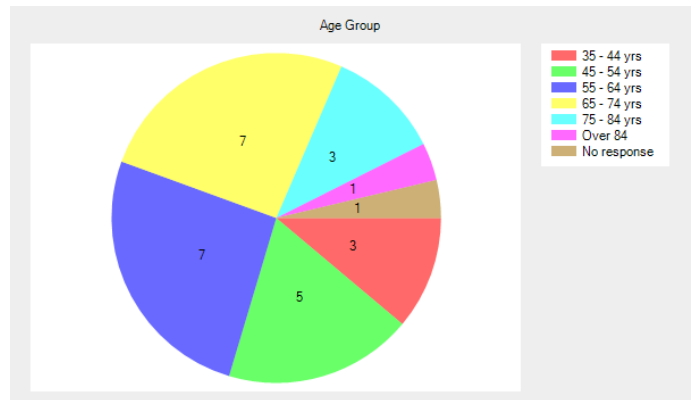
Are you?

- Male - **8** (29.6%).
- Female - **19** (70.4%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



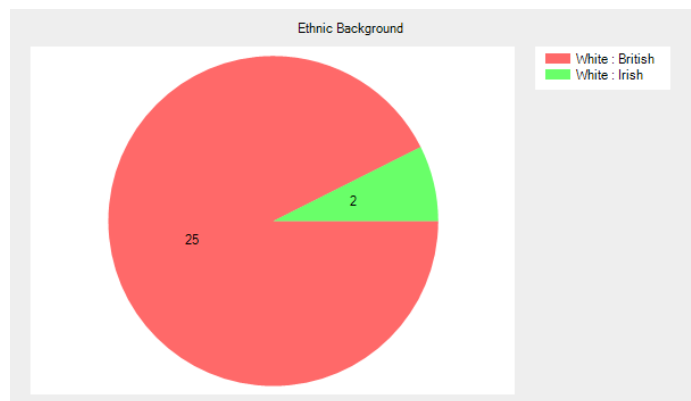
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **3** (11.1%).
- 45 - 54 yrs - **5** (18.5%).
- 55 - 64 yrs - **7** (25.9%).
- 65 - 74 yrs - **7** (25.9%).
- 75 - 84 yrs - **3** (11.1%).
- Over 84 - **1** (3.7%).
- No response - **1** (3.7%).



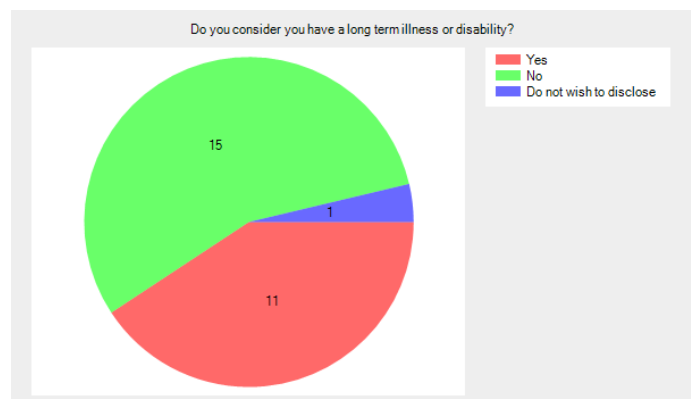
Ethnic Background

- White : British - **25** (92.6%).
- White : Irish - **2** (7.4%).
- 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 - **11** (40.7%).
- No - **15** (55.6%).
- Do not wish to disclose - **1** (3.7%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **21** (77.8%).
- Tower House, Chudleigh - **6** (22.2%).
- No response - **0** (0.0%).

