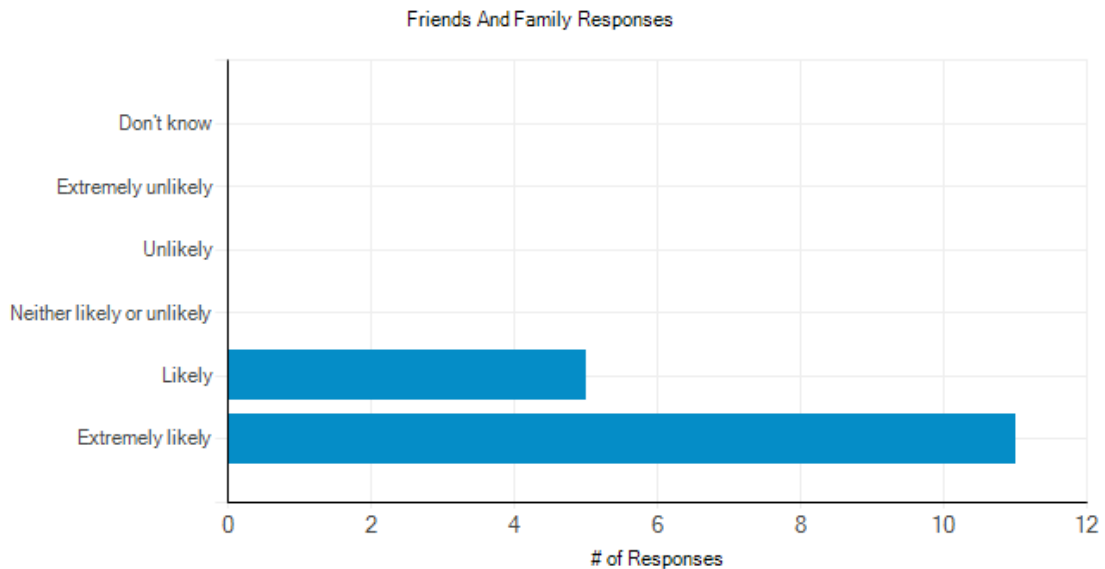


Friends and Family Test Results – September 2016
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

I saw a GP today who knew my past history and followed up on previous treatment he had given me. He was again thorough on this occasion and provided a clear treatment plan. I am always appreciative of the care and support I have from the GPs and staff at Tower House Surgery. Thank you.

Response #2:

I found the Doctor very helpful and understanding.

Response #3:

Good service. Kind, friendly Doctors, nurses and staff.

Response #4:

I've always had great care from the Doctors at Riverside and Tower House.

Response #5:

Although a very busy practice - people always have time and arrange a consultation at short notice. Doctors and nurses are excellent! (And the Receptionists!)

Response #6:

Friendly approach. Time to listen to me. Thank you!

Response #7:

Efficient/friendly service

Response #8:

I have always found the Dr's and Nurses very good, caring and helpful. Most of the receptionists are lovely.

Response #9:

This practice, since I moved to Bovey has always been very helpful and accommodating.

Response #10:

Receptionists are polite, friendly and helpful Nurses are efficient. Doctors are kind and do their best to cure complaints - are usually successful and offer good, useful advice, or refer you to clinics for their purpose.

Response #11:

I cannot really find anything to complain about. The GP is usually available to speak to on the phone the same day and other staff are efficient and caring.

Response #12:

Staff are helpful.

Response #13:

Friendly and efficient service. Range of staff for different types of appointments (nurses etc.)

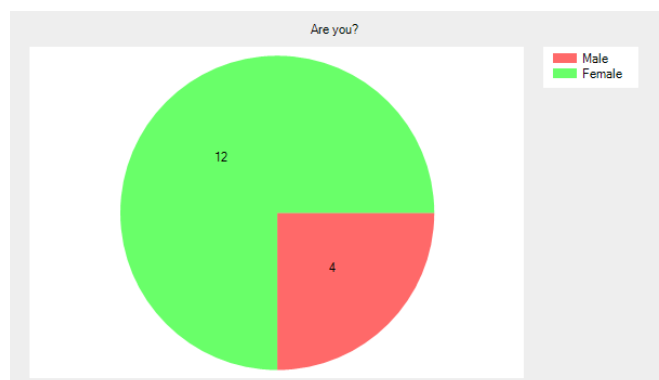
Response #14:

Receptionists are really polite and accommodative to get an appointment. Doctors are also very good.

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

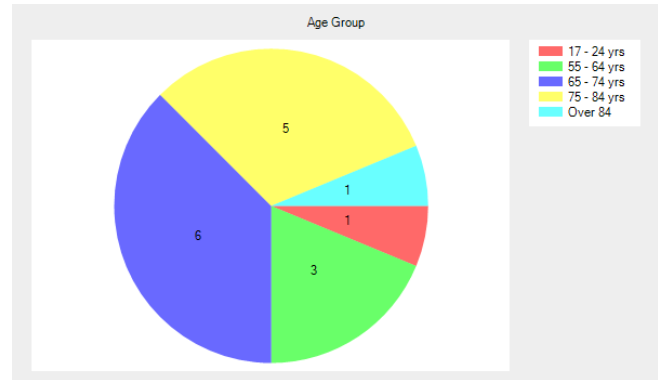
Are you?

- Male - **4** (25.0%).
- Female - **12** (75.0%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



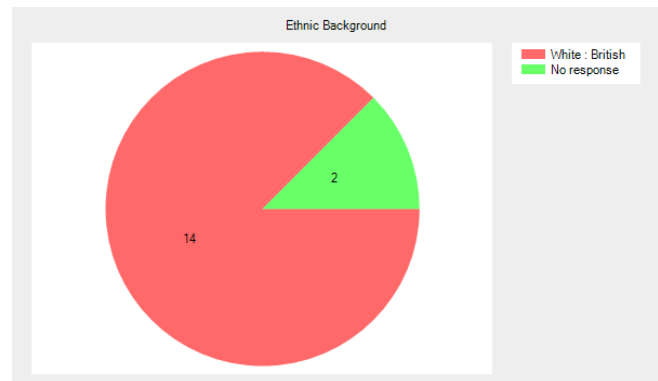
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **1** (6.3%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **0** (0.0%).
- 55 - 64 yrs - **3** (18.8%).
- 65 - 74 yrs - **6** (37.5%).
- 75 - 84 yrs - **5** (31.3%).
- Over 84 - **1** (6.3%).
- No response - **0** (0.0%).



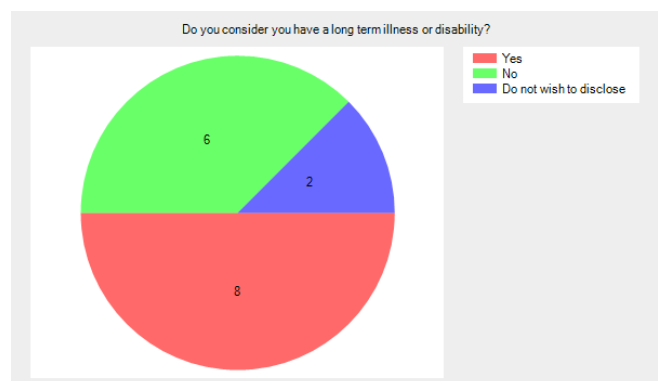
Ethnic Background

- White : British - **14** (87.5%).
- 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 - **2** (12.5%).



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

- Yes - **8** (50.0%).
- No - **6** (37.5%).
- Do not wish to disclose - **2** (12.5%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **15** (93.8%).
- Tower House, Chudleigh - **1** (6.3%).
- No response - **0** (0.0%).

