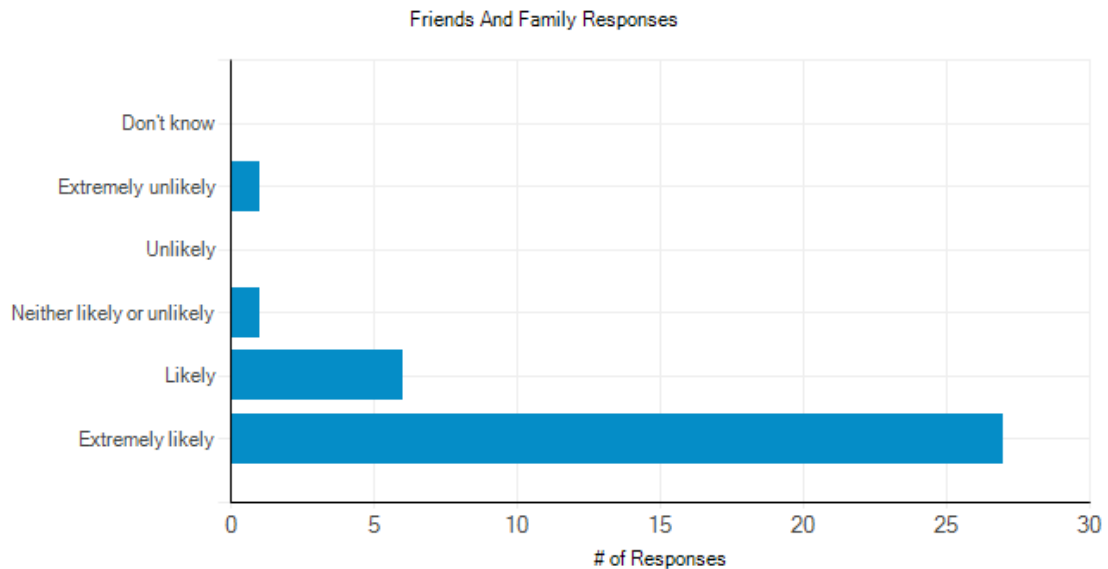


Friends and Family Test Results – September 2015  
The Bovey Tracey and Chudleigh Practice



**Comments received:**

**Response #1:**

All doctors are very good but when you can get an appointment.

**Response #2:**

Perfect service for 17 years.

**Response #3:**

Dr Ward is very understanding.

**Response #4:**

All staff are lovely just wish that appointments were sooner rather than later.

**Response #5:**

The nurse and doctors at Riverside have always been helpful.

**Response #6:**

Because the doctor I try to see takes an interest and listens. He makes me feel at ease and talks freely.

**Response #7:**

Everyone has always been extremely nice.

**Response #8:**

I have the greatest respect for all the doctors and support team. Medical expertise, willingness to listen and warm manner.

**Response #9:**

I have great trust in the doctors, nurses and support staff. I have dealt with in the practice.

Response #10:

Very happy and satisfied with the treatment from the surgery.

Response #11:

Extremely good doctors.

Response #12:

This is a very good practice with friendly staff.

Response #13:

Prompt service.

Response #14:

You can get an appointment quickly when needed.

Response #15:

Doctors listen.

Response #16:

Always had a very good service.

Response #17:

I don't know if a telephone consultation is always the best thing.

Response #18:

Everyone is always helpful and friendly.

Response #19:

Everything is straight forward for me. I have a good doctor.

Response #20:

Inefficient service.

Response #21:

I have received excellent attention by my GP and from the surgery staff for many years.

Response #22:

The nursing staff are great.

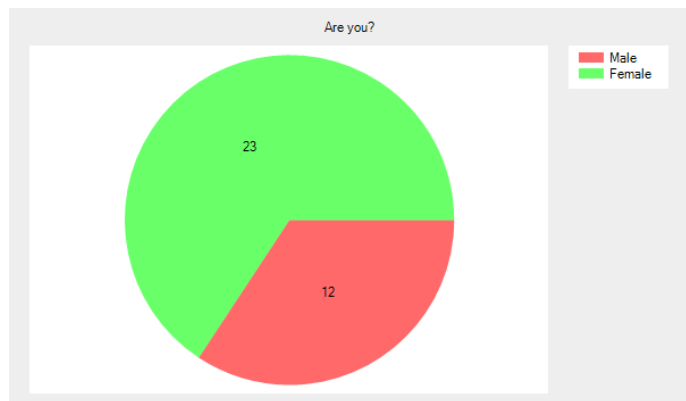
Response #23:

Brilliant response from Dr Maybin.

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

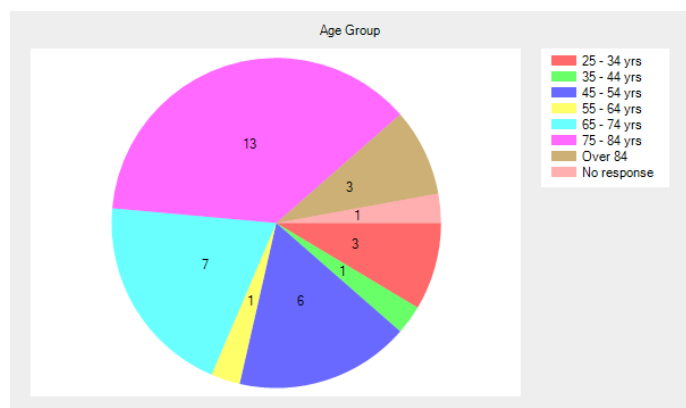
#### Are you?

- Male - **12** (34.3%).
- Female - **23** (65.7%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



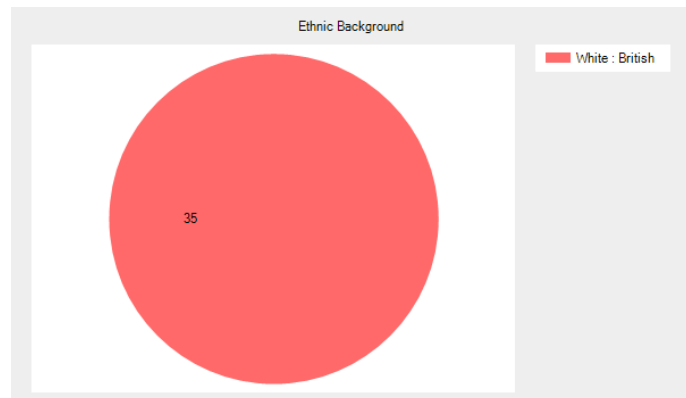
#### Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **3** (8.6%).
- 35 - 44 yrs - **1** (2.9%).
- 45 - 54 yrs - **6** (17.1%).
- 55 - 64 yrs - **1** (2.9%).
- 65 - 74 yrs - **7** (20.0%).
- 75 - 84 yrs - **13** (37.1%).
- Over 84 - **3** (8.6%).
- No response - **1** (2.9%).



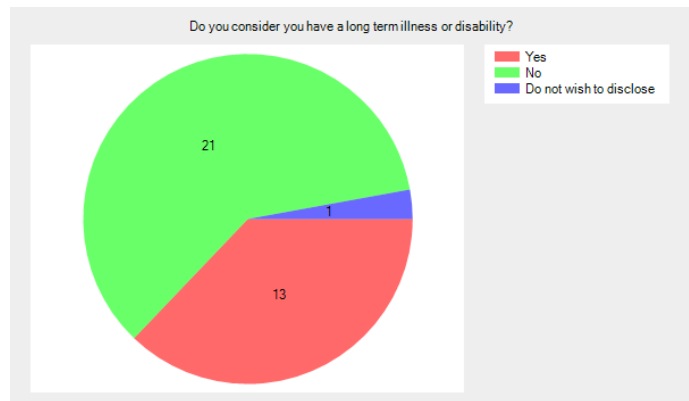
#### Ethnic Background

- White : British - **35** (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 - **13** (37.1%).
- No - **21** (60.0%).
- Do not wish to disclose - **1** (2.9%).
- No response - **0** (0.0%).



**Which surgery do you usually attend?**

- Riverside, Bovey Tracey - **35** (100.0%).
- Tower House, Chudleigh - **0** (0.0%).
- No response - **0** (0.0%).

