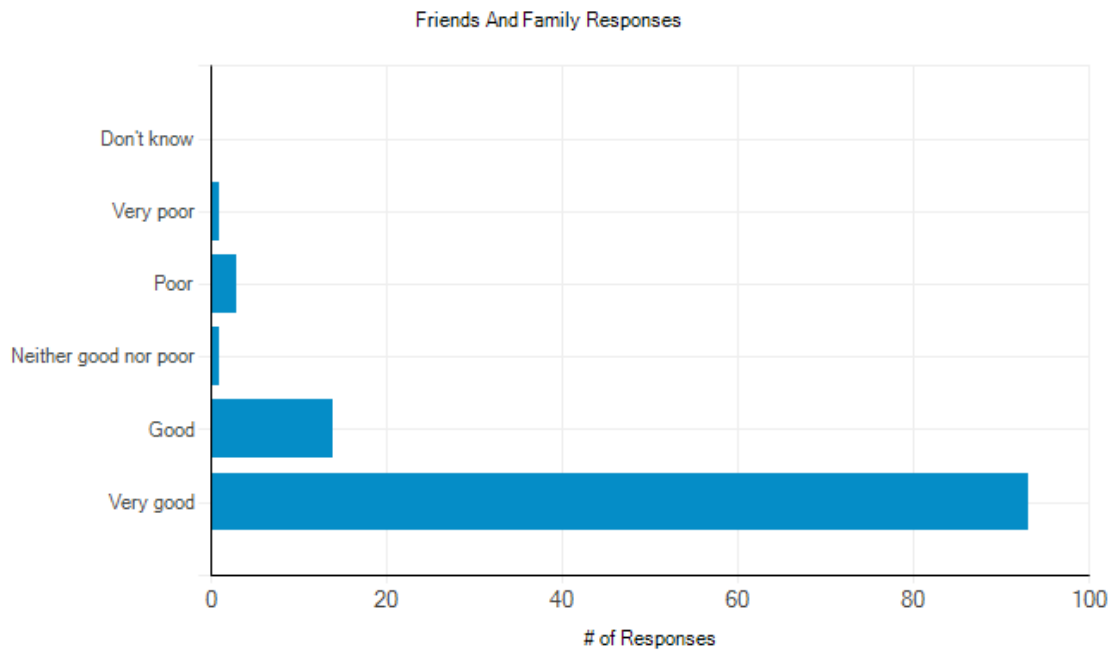


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: February 2024

Please see our Friends & Family Survey results for this month below, with 95% of patients rating us as good or very good.



Below are a few of the comments received: -

Response #1:

On time for appointment and out really quickly

Response #2:

Appointment time very good and was looked after very well.

Response #4:

Had the nice friendly nurse

Response #5:

I always feel that I'm being heard. I feel like I'm being taken care of, even when I know there is a big demand for the practice and the drs.

Response #7:

I had a very good consultation I felt that I was being listened to the doctor

explained everything to me so I understood very clearly what the problems were I left the surgery very contented

Response #8:

Very efficient, friendly and welcoming.

Response #9:

Helpful and friendly. Quick to refer to another colleague if needed

Response #10:

The appointment was on time and my future treatment has already been put into action.

Response #11:

I recently had to attend Torbay Hospital to have a Basal Cell Carcinoma removed. I was lucky enough to have a Plastic Surgeon chosen to carry out the procedure. It was above my right eye, in the middle of my forehead which is a slightly tricky location as the flesh is quite thin and there is a major nerve, which if damaged could affect my ability to raise my eye. The operation was painless due to a local anesthetic but when this wore off, it was as if someone had hit my head with a hammer. The surgeon stressed that I make an appointment in seven days with my local surgery for the nurse to inspect the wound and remove any stitches. I was very apprehensive and nervous about this and felt that not enough time had elapsed since the operation and I explained this to the nurse. She immediately explained that she could deal with the job and now was the correct time to do it. After completing the task, she pointed out that the surgeon had done a remarkable job, reassuring me that all was well. I answered by saying that she too had done a remarkable job and that I was profoundly appreciative of her skills, both physical and psychological. She deserved full marks for the job that she did. (As did the Plastic Surgeon)
Thank you NHS

Response #12:

Seen to very quickly

Response #13:

The attention I received was first class

Response #14:

Fast efficient prompt. As always pretty much.