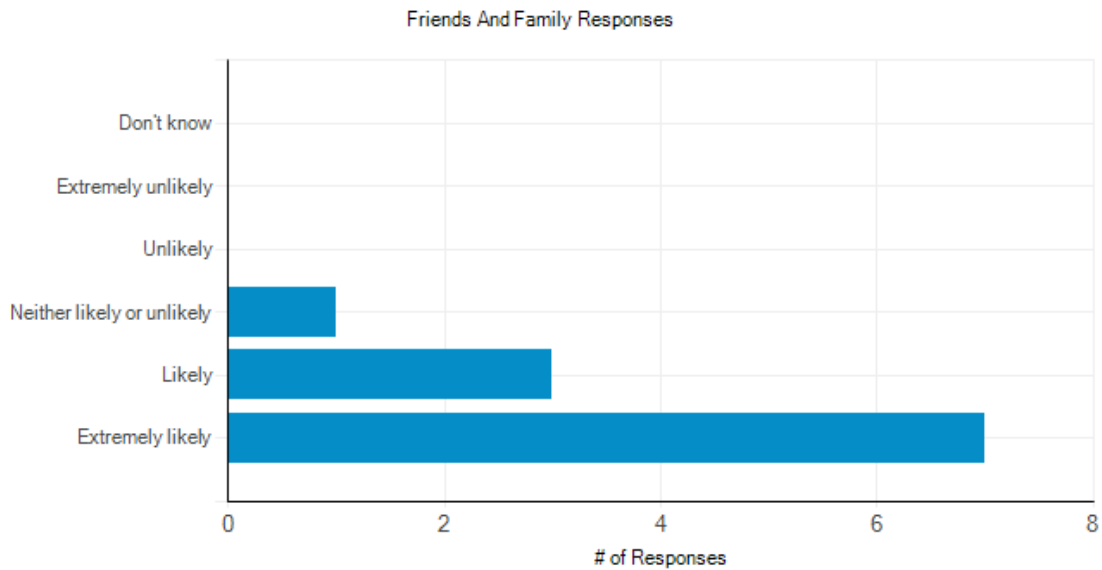


Friends and Family Test Results – June 2018  
The Bovey Tracey and Chudleigh Practice



**Comments received:**

Response #1:

Very, very Impressed with the updated patient record access very comprehensive (System Online) Also the addition to the Home page of doctors online.

Response #2:

Excellent advice given by the health visitor today. Many Thanks.

Response #3:

Went for a blood test and the nurse was able to obtain blood very easily but also kept me at ease by talking to me. However, the Reception staff could do with more customer interaction training.

Response #4:

It is local.

Response #5:

I was using SystmOnline the other day and it timed out without warning me, a pop-up saying 'are you sure you want to logout?' would be useful.

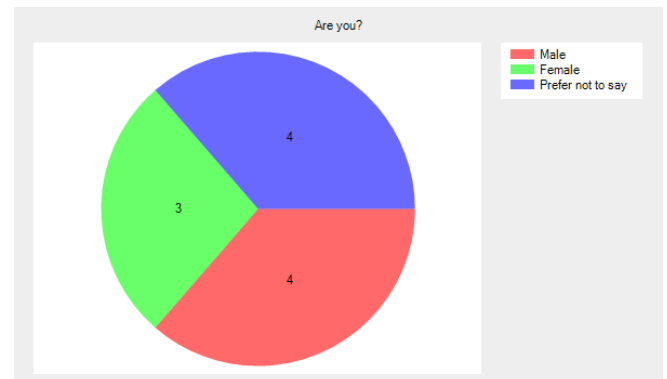
Response #6:

Difficulty in getting appointments.

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

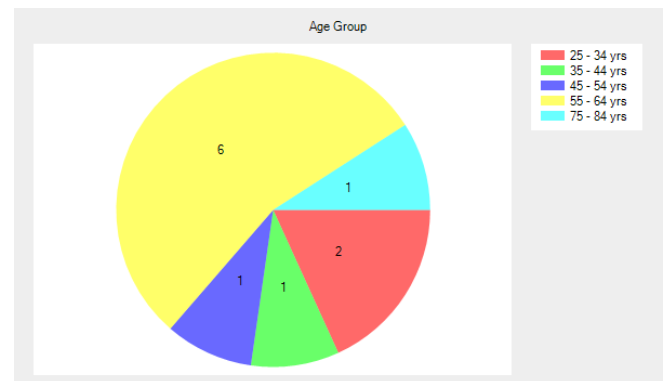
## Are you?

- Male - **4** (36.4%).
- Female - **3** (27.3%).
- Prefer not to say - **4** (36.4%).
- No response - **0** (0.0%).



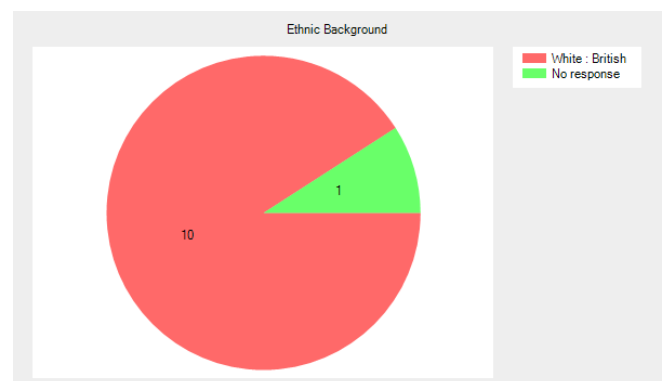
## Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **2** (18.2%).
- 35 - 44 yrs - **1** (9.1%).
- 45 - 54 yrs - **1** (9.1%).
- 55 - 64 yrs - **6** (54.5%).
- 65 - 74 yrs - **0** (0.0%).
- 75 - 84 yrs - **1** (9.1%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



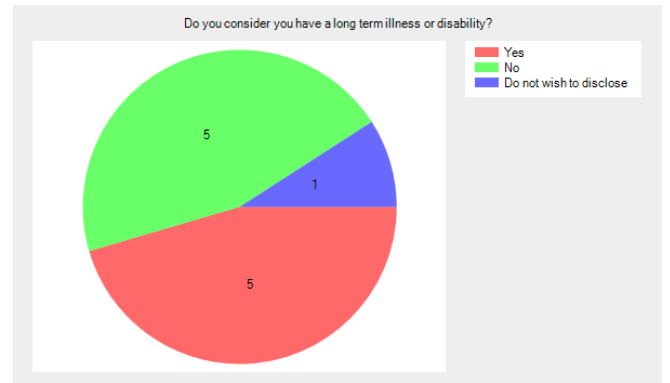
## Ethnic Background

- White : British - **10** (90.9%).
- 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 - **1** (9.1%).



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

- Yes - **5** (45.5%).
- No - **5** (45.5%).
- Do not wish to disclose - **1** (9.1%).
- No response - **0** (0.0%).



## Which surgery do you usually attend?

- Riverside, Bovey Tracey - **7** (63.6%).
- Tower House, Chudleigh - **4** (36.4%).
- No response - **0** (0.0%).

