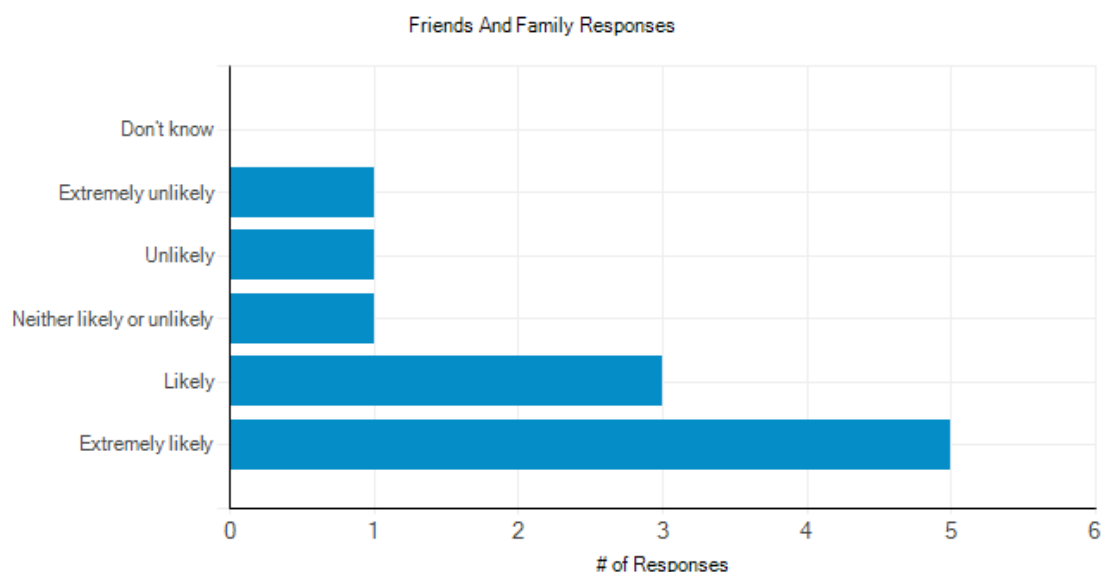


Friends and Family Test Results – August 2019 The Bovey Tracey and Chudleigh Practice



Comments

Response #1:

Great level of care and understanding shown by the staff at the practice

Response #2:

Although it can often take a while to see a doctor, I know from experience that doctors and reception staff do their utmost to help when more immediate attention is required, and try to see you on the same day. Some inconsistency between doctors but down to their experience maybe?

Response #3:

None of your systems seem to work - poor communication, resulting in repeated appointments / wasted GP and staff time etc.

Response #4:

Front desk is chaotic, certain members of staff require basic computer training and possible customer service skills. I am aware that members of staff have to deal difficult and truculent patients or even time wasters at times but they should not assume that everyone through the door is going to be difficult. My appointments have been wrongly recorded or appointments made when none have been requested.

Response #5:

The Practice Staff here are always polite, professional and give you the time you need.

Response #6:

They've always been so helpful when chatting to a GP in this practice and thankful too, to actually be able to "talk" and be listened to.

Response #7:

Not much difference to my problem - Advice varies - never had the same Doctor twice.

Response #8:

Very well looked after by the Doctor

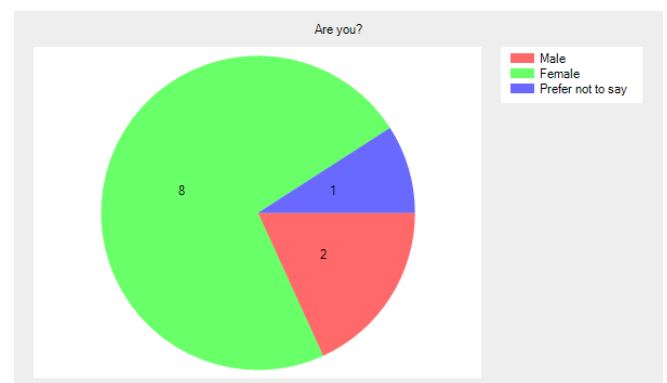
Response #9:

Excellent care and friendly service

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

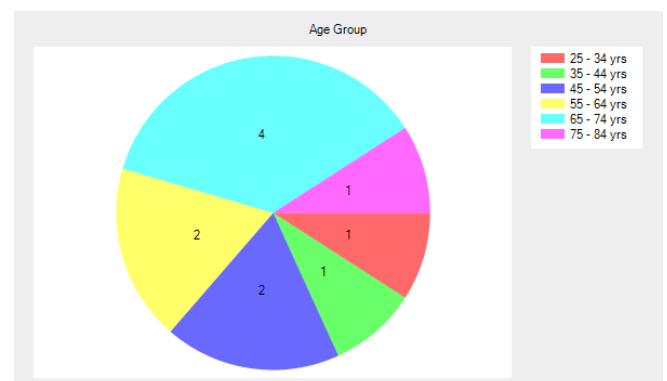
Are you?

- Male - **2** (18.2%).
- Female - **8** (72.7%).
- Prefer not to say - **1** (9.1%).
- No response - **0** (0.0%).



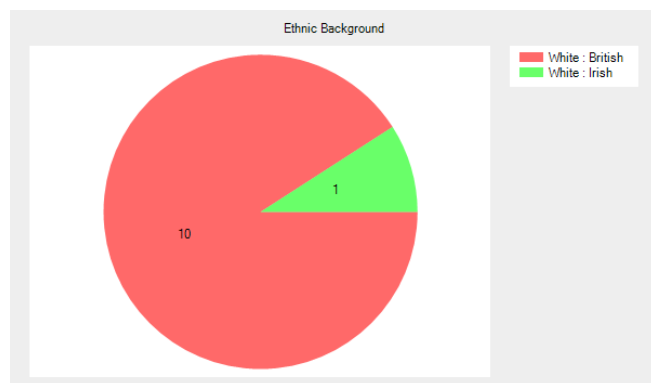
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **1** (9.1%).
- 35 - 44 yrs - **1** (9.1%).
- 45 - 54 yrs - **2** (18.2%).
- 55 - 64 yrs - **2** (18.2%).
- 65 - 74 yrs - **4** (36.4%).
- 75 - 84 yrs - **1** (9.1%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



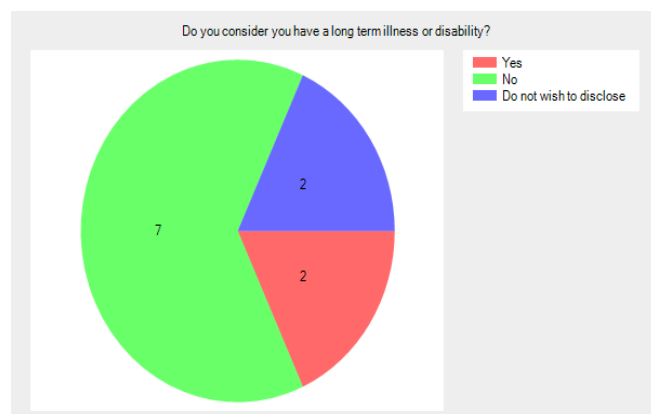
Ethnic Background

- White : British - **10** (90.9%).
- White : Irish - **1** (9.1%).
- 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 - **2** (18.2%).
- No - **7** (63.6%).
- Do not wish to disclose - **2** (18.2%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **9** (81.8%).
- Tower House, Chudleigh - **2** (18.2%).
- No response - **0** (0.0%).

