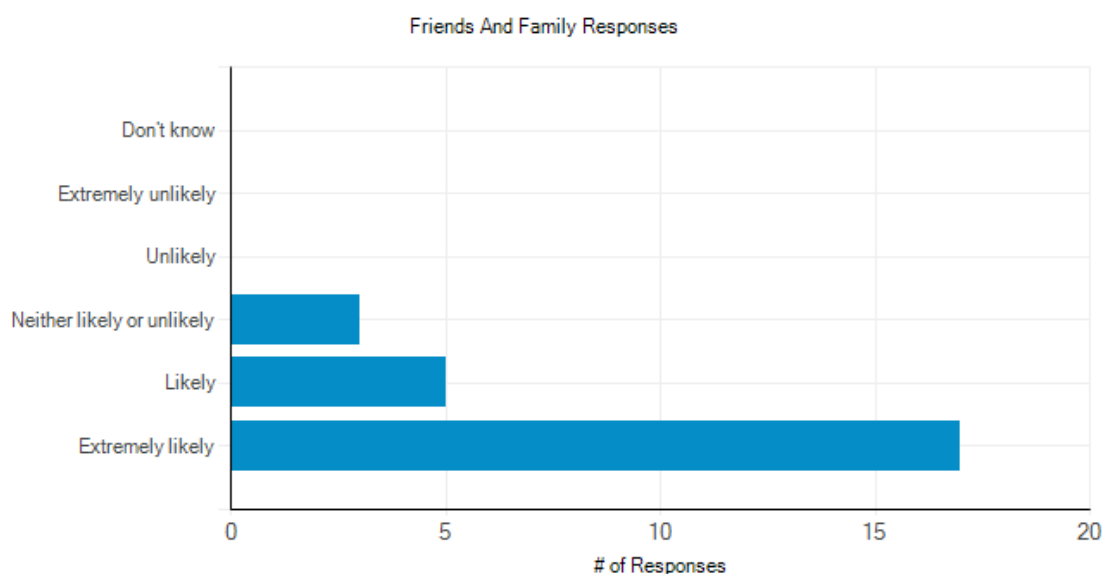


Friends and Family Test Results June 2015  
The Bovey Tracey and Chudleigh Practice



**Comments Received:**

Response #1:

Have not had much need to use G.P.

Response #2:

All the reception staff are so accomodating and very polite, not at all condesending.

Response #3:

The reason for my high mark is because the doctor was first class and sorted out my problem very quickly.

Response #4:

Repeated failure to open normal phone service at 8.30am. Frequently on the out of hours answering machine service until 8.40am.

Response #5:

Because the doctors and office staff are always pleasent and friendly, nothing is too much trouble.

Response #6:

Always accomodating. Staff are friendly and helpful, treating you as an individual rather than a number.

Response #7:

Friendly and immediate appointments.

Response #8:

Always seen on urgent appointments for daughters illness- much appreciated.

Response #9:

I like to see my own doctor because I feel as if they know my circumstances.

Response #10:

Would prefer to see main doctor for my appointments. Reception could be more sympathetic at times.

Response #11:

Very good service.

Response #12:

I can only say that from the first time I came to this surgery the treatment I have recieved from the doctor was excellant also the staff are very kind and attentive.

Response #13:

Always helpful and good when there is any illness with my children.

Response #14:

Listened, was very helpful locum doctor.

Response #15:

25 years and I have always been happy with the surgery.

Response #16:

I have always recieved first class service from medical and reception staff in a friendly and polite manner over many years with the surgery.

Response #17:

On occasions reception can be and have been abrupt. It is often made difficult to see if not own GP. I don't think reception should give out results regarding x-ray and bloods over the phone.

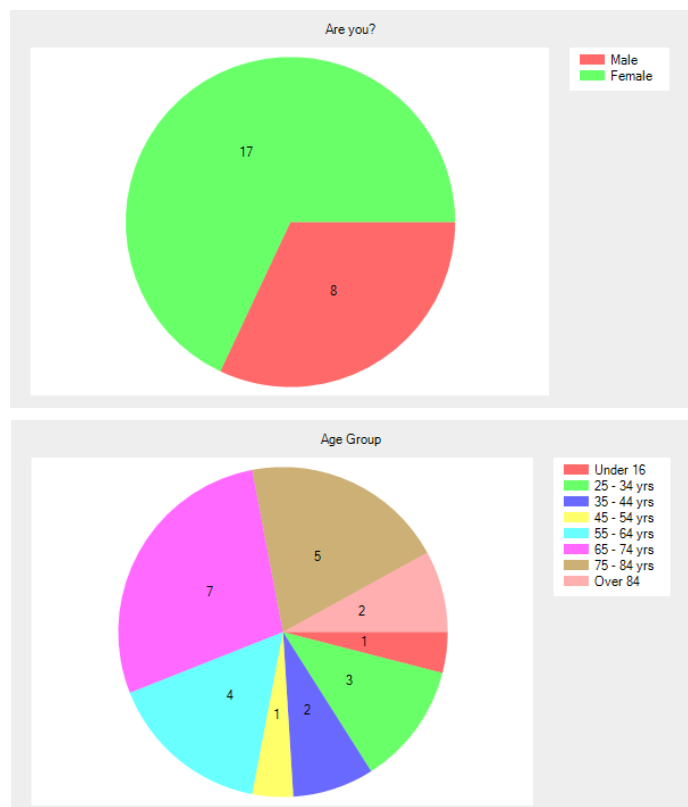
**To ensure that the feedback we receive represents our practice population, please provide the following details.**

#### Are you?

- Male - **8 (32.0%)**.
- Female - **17 (68.0%)**.
- No response - **0 (0.0%)**.

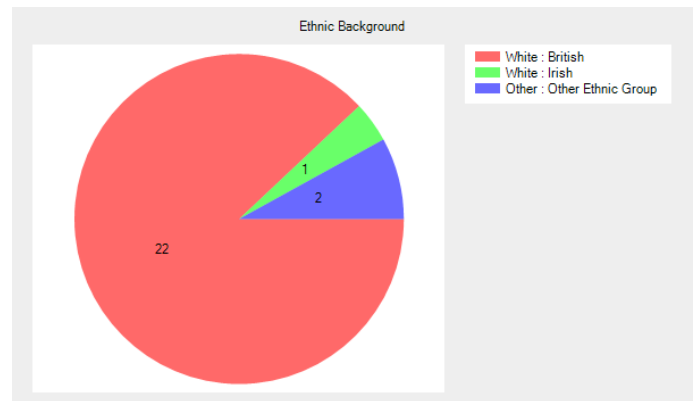
#### Age Group

- Under 16 - **1 (4.0%)**.
- 17 - 24 yrs - **0 (0.0%)**.
- 25 - 34 yrs - **3 (12.0%)**.
- 35 - 44 yrs - **2 (8.0%)**.
- 45 - 54 yrs - **1 (4.0%)**.
- 55 - 64 yrs - **4 (16.0%)**.
- 65 - 74 yrs - **7 (28.0%)**.
- 75 - 84 yrs - **5 (20.0%)**.
- Over 84 - **2 (8.0%)**.
- No response - **0 (0.0%)**.



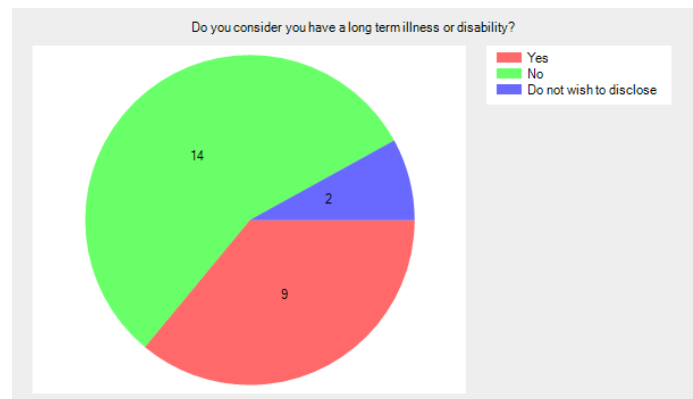
### Ethnic Background

- White : British - **22 (88.0%)**.
- White : Irish - **1 (4.0%)**.
- 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 - **2 (8.0%)**.
- No response - **0 (0.0%)**.



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

- Yes - **9 (36.0%)**.
- No - **14 (56.0%)**.
- Do not wish to disclose - **2 (8.0%)**.
- No response - **0 (0.0%)**.



### Which surgery do you usually attend?

- Riverside, Bovey Tracey - **22 (88.0%)**.
- Tower House, Chudleigh - **3 (12.0%)**.
- No response - **0 (0.0%)**.

