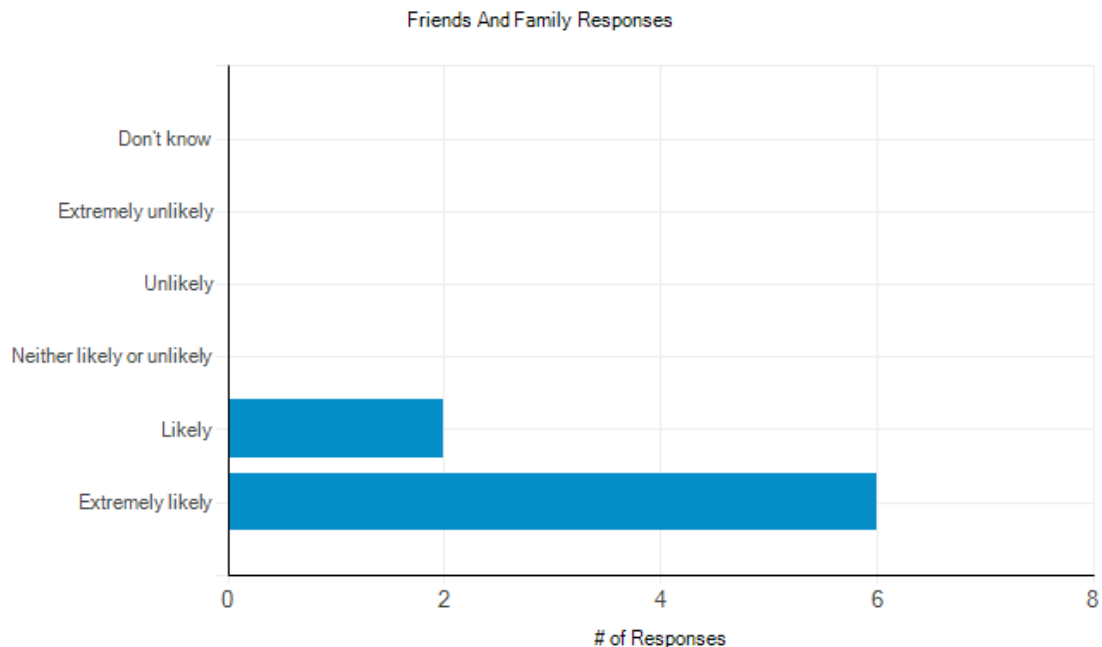


Friends and Family Test Results – March 2023

The Bovey Tracey and Chudleigh Practice



Comments

Response #1:

Very friendly and professional.

Response #2:

Helpful when booking. Text reminder. Appointment on time. Friendly and professional practice nurse. Good advice provided.

Response #3:

We have been registered with the practice for over 25 years and my father for 7 years. We have always received great care and found staff and doctors to be excellent. However, my elderly father, who was hospitalised after a serious fall in mid Feb, has been asked to re-register at the surgery, returning home after spending 4 weeks in a care home. I rang the surgery a few weeks ago to let them know about his temporary arrangements but was not informed about the need for re-registration. I queried this today and was told he could collect the forms or register online. He is 93 and cannot leave the house yet due to his injury and doesn't use email. This is a nonsense and I would ask the surgery look at more positive and enabling strategies to ensure anyone who returns home from a care setting does not have to re-register or at least ask that this can be done over the telephone.

Response #4:
Appointment on time and very welcoming.

Response #5:
Very professional and helpful.

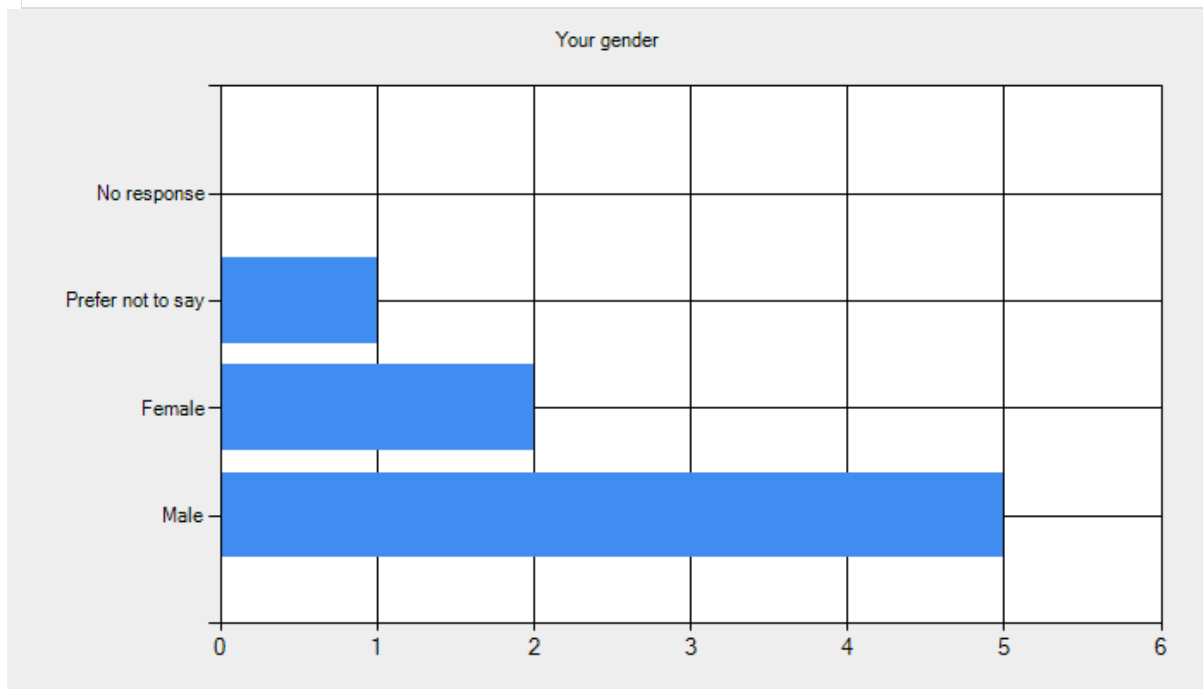
Response #6:
The Doctor I saw was kind and professional.

Response #7:
Helpful and efficient.

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

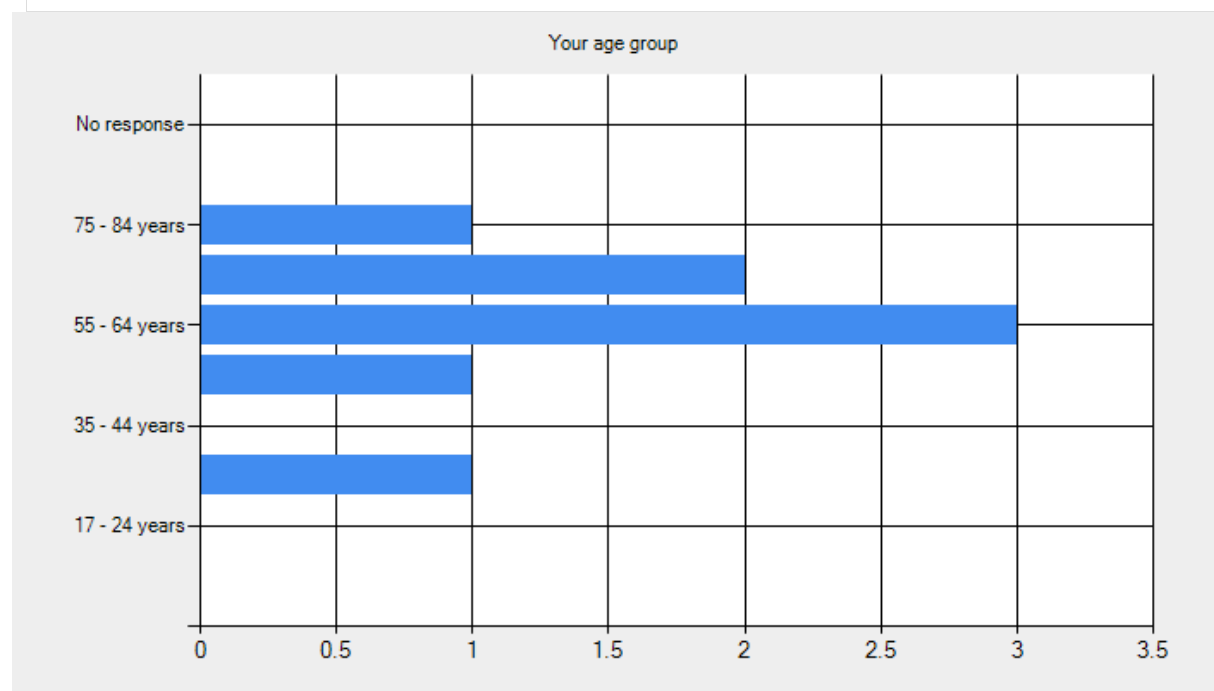
Your gender

- Male - **5**.
-
- Female - **2**.
 - Prefer not to say - **1**.
 - No response - **0**.



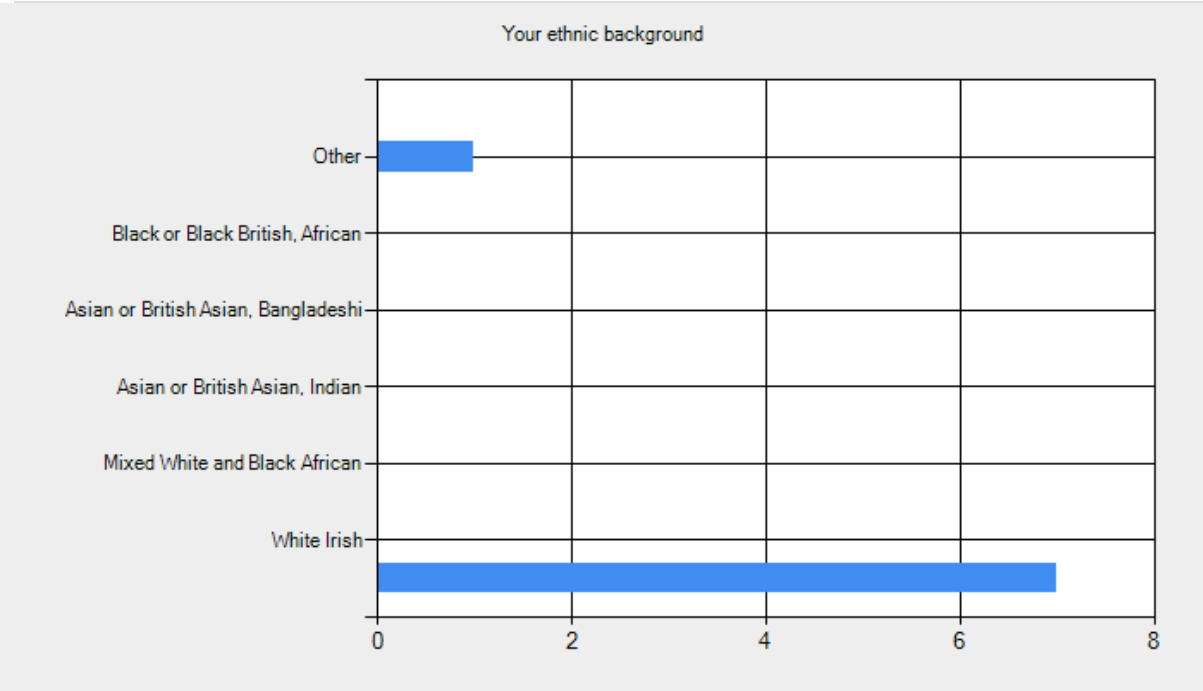
Your age group

- under 16 - **0**.
- 17 - 24 years - **0**.
- 25 - 34 years - **1**.
- 35 - 44 years - **0**.
- 45 - 54 years - **1**.
- 55 - 64 years - **3**.
- 65 - 74 years - **2**.
- 75 - 84 years - **1**.
- over 84 years - **0**.
- No response - **0**.



Your ethnic background

- White British - 7.
-
- White Irish - 0.
 - Mixed White and Black Caribbean - 0.
 - Mixed White and Black African - 0.
 - Mixed White and Black Asian - 0.
 - Asian or British Asian, Indian - 0.
 - Asian or British Asian, Pakistani - 0.
 - Asian or British Asian, Bangladeshi - 0.
 - Black or Black British Caribbean - 0.
 - Black or Black British, African - 0.
 - Chinese - 0.
 - Other - 1.
 - No response - 0.



Do you consider yourself to have a long-term illness or disability?

- Yes - **1**.
-
- No - **7**.
 - Prefer not to say - **0**.
 - No response - **0**.



Are you the

- Patient - **8**.
- Carer - **1**.
- Guardian - **0**.
- No response - **0**.

