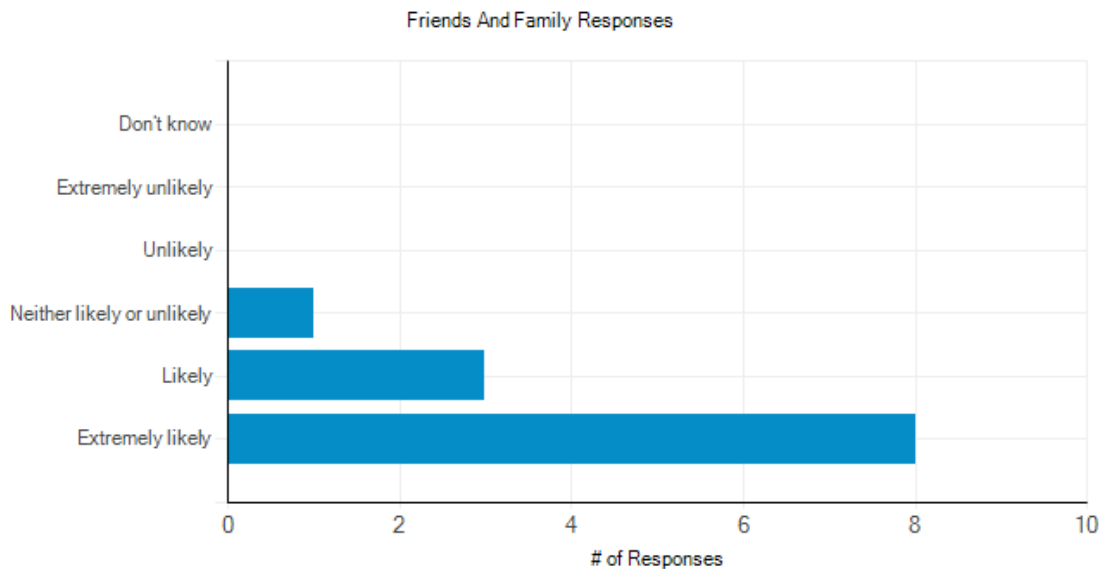


Friends and Family Test Results – December 2016
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Some of the staff can be underwelming

Response #2:

Dr Heather was very patient and explained my problem clearly. Easy to book online.

Response #3:

Have always found all staff on reception, nurses and doctors friendly, helpful and professional. I always get an appointment when I need one. I have always been referred to consultants promptly when necessary.

Response #4:

Because of ease of access and friendly staff.

Response #5:

Kind, patient and understanding

Response #6:

Good efficient service

Response #7:

Very good all the time

Response #8:

Always very helpful

Response #9:

All staff are always friendly and professional. Doctors always listen and take concerns seriously. Excellent Doctors. Thank you!

Response #10:

Nice friendly staff and Doctors.

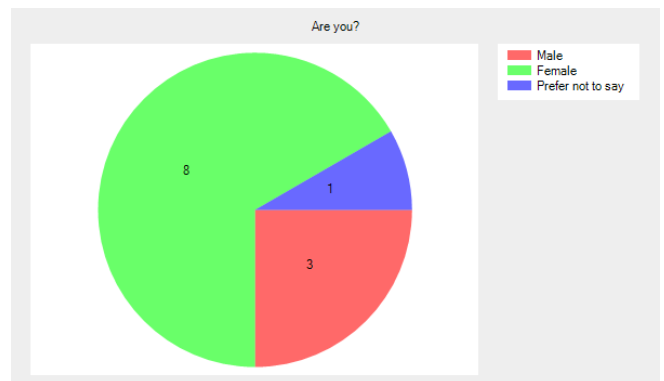
Response #11:

Some good and some bad experiences with care here.

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

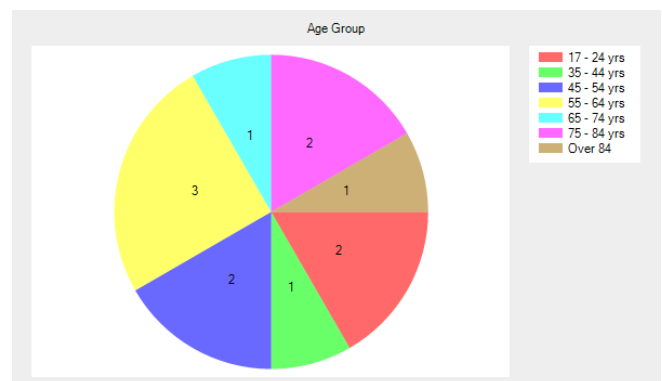
Are you?

- Male - **3 (25.0%)**.
- Female - **8 (66.7%)**.
- Prefer not to say - **1 (8.3%)**.
- No response - **0 (0.0%)**.



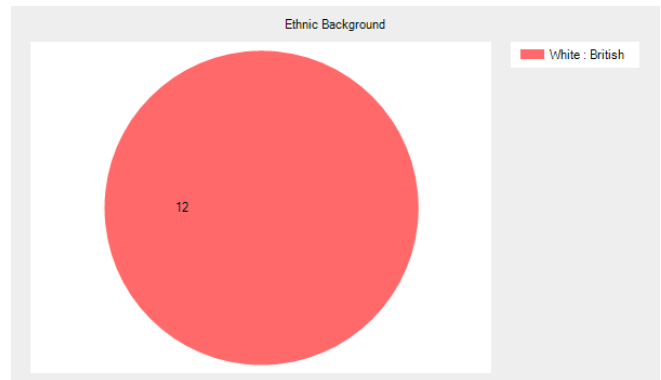
Age Group

- Under 16 - **0 (0.0%)**.
- 17 - 24 yrs - **2 (16.7%)**.
- 25 - 34 yrs - **0 (0.0%)**.
- 35 - 44 yrs - **1 (8.3%)**.
- 45 - 54 yrs - **2 (16.7%)**.
- 55 - 64 yrs - **3 (25.0%)**.
- 65 - 74 yrs - **1 (8.3%)**.
- 75 - 84 yrs - **2 (16.7%)**.
- Over 84 - **1 (8.3%)**.
- No response - **0 (0.0%)**.



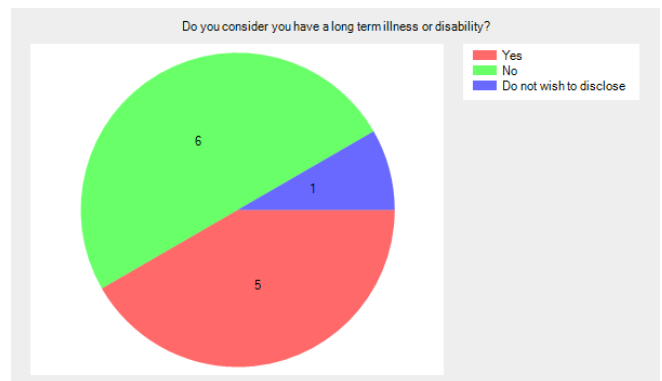
Ethnic Background

- White : British - **12 (100.0%)**.
- 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 - **0 (0.0%)**.



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

- Yes - **5 (41.7%)**.
- No - **6 (50.0%)**.
- Do not wish to disclose - **1 (8.3%)**.
- No response - **0 (0.0%)**.



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **11 (91.7%)**.
- Tower House, Chudleigh - **1 (8.3%)**.
- No response - **0 (0.0%)**.

