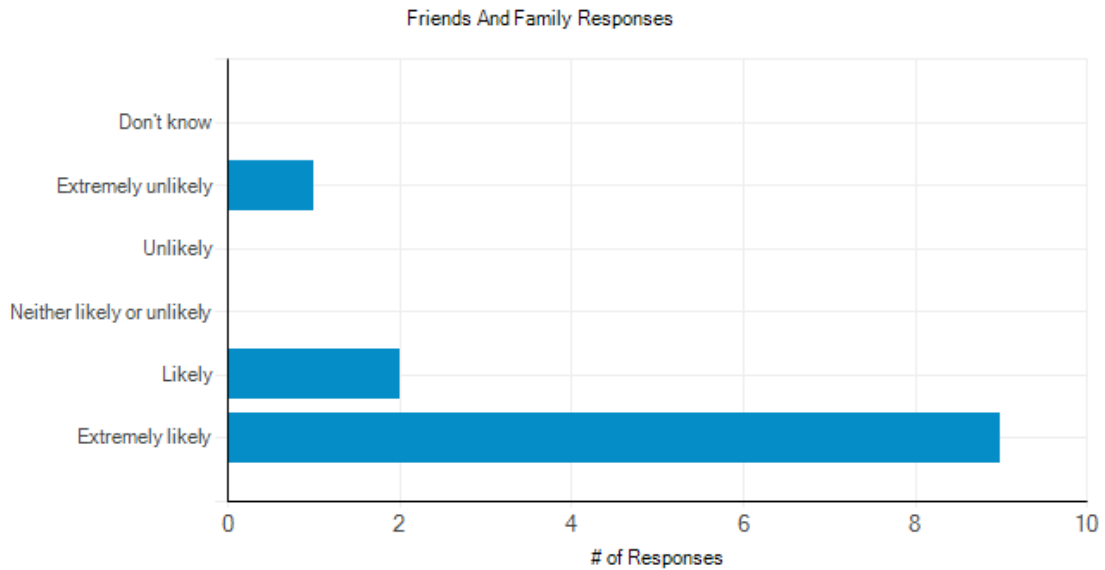


Friends and Family Test Results – April 2018 The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Some of the receptionist's, one in particular is extremely rude. She doesn't let you speak and talks over you when you are talking and makes you feel as though you shouldn't be there. Not nice.

Response #2:

I have had experience of many GP Practices, both as a patient and a co-worker. This is one of the best I have known, both the care from the Doctor and all the staff I have met.

Response #3:

Found the first point of call easy to get through (telephone) and the Doctor was very helpful and reassuring - no problem getting an appointment.

Response #4:

Nurse was very helpful.

Response #5:

Welcoming, kind and helpful staff.

Response #6:

Suitable venue. Always helpful.

Response #7:

You are doing your best at this time. A.OK

Response #8:

Excellent service provided.

Response #9:

Always good service and treatment.

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

Are you?

- Male - **5** (41.7%).
- Female - **6** (50.0%).
- Prefer not to say - **1** (8.3%).
- No response - **0** (0.0%).

Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **1** (8.3%).
- 35 - 44 yrs - **1** (8.3%).
- 45 - 54 yrs - **0** (0.0%).
- 55 - 64 yrs - **1** (8.3%).
- 65 - 74 yrs - **5** (41.7%).
- 75 - 84 yrs - **3** (25.0%).
- Over 84 - **1** (8.3%).
- No response - **0** (0.0%).

Ethnic Background

- White : British - **11** (91.7%).
- 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 - **1** (8.3%).
- No response - **0** (0.0%).

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

- Yes - **4** (33.3%).
- No - **7** (58.3%).
- Do not wish to disclose - **1** (8.3%).
- No response - **0** (0.0%).

Which surgery do you usually attend?

- Riverside, Bovey Tracey - **9** (75.0%).
- Tower House, Chudleigh - **3** (25.0%).
- No response - **0** (0.0%).