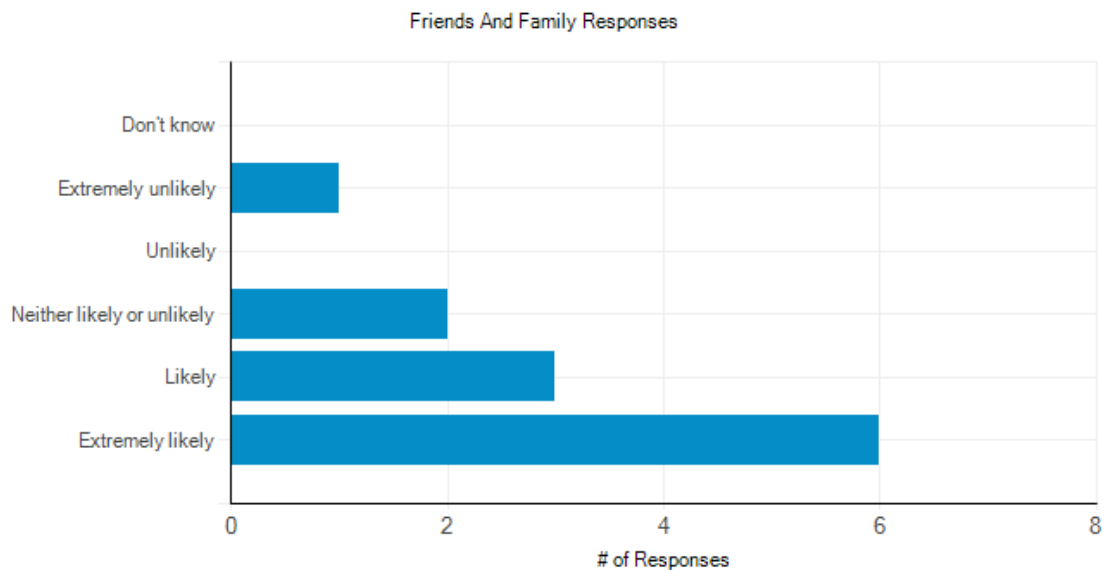


Friends and Family Test Results – April 2015
The Bovey Tracey & Chudleigh Practice



Comments Received:

Response #1:

Friendly people and excellent service. Surgery is clean and tidy, with good facilities for visitors. Makes what can be a stressful time a lot easier.

Response #2:

I don't like the fact that you have to speak to a doctor before you get a appointment

Response #3:

Having lived in several different parts of the UK over the years and moving with our young family 5 or so years ago from Oxford, we have varied experiences of healthcare provision. In our opinion, The Riverside Surgery is a first-class GP practice. The surgery is very responsive to the needs of the patient and we can often be seen by a GP on the same day if we have particular worries or concerns about our health or the health of our children, despite the increasing number of patients they have to see. Dr Maybin, Dr Hughes, Dr Ward and Dr Parker are all superb GP's (we haven't much experience of the other GP's to be able to comment) and we feel very lucky to have such an excellent service in the town.

Response #4:

efficient prescription service and you always see my disabled son in good time.

Response #5:

I do not visit the doctor's often and each time I do it has changed.

Response #6:

Doctor's are always very helpful and positive. I feel the approach is thorough and caring.

Response #7:

Most staff are friendly and keen to help. There are however lots of things available to the patients which you only know about if you have the internet, newsletters etc are not always available.

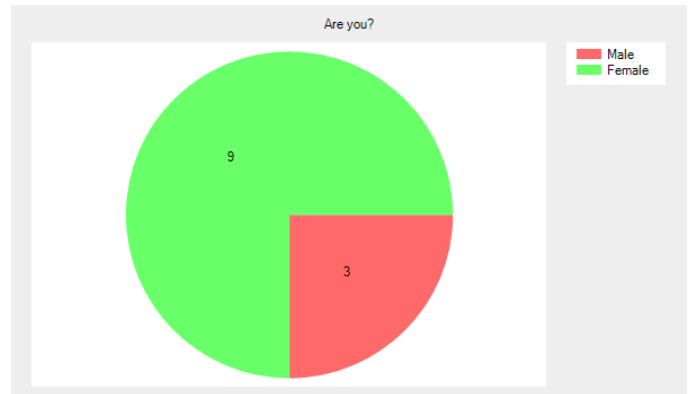
Response #8:

We have always recieved prompt attention when needed with courtesy and efficiency.

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

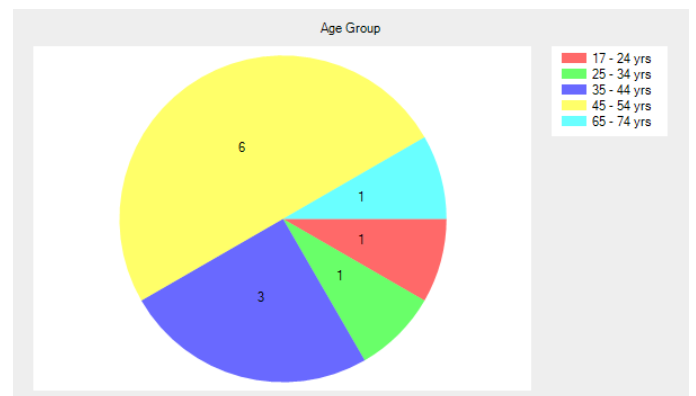
Are you?

- Male - **3** (25.0%).
- Female - **9** (75.0%).
- No response - **0** (0.0%).



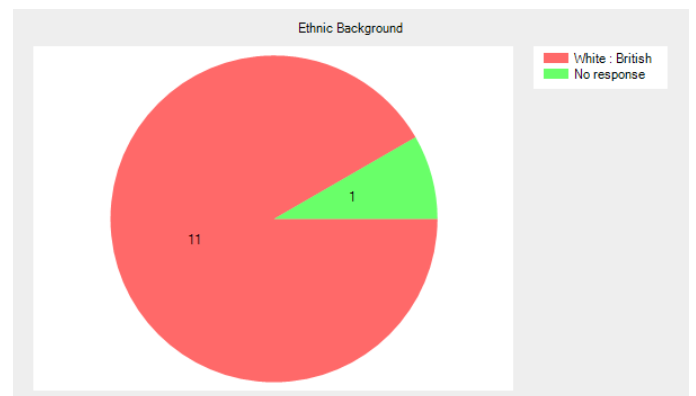
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **1** (8.3%).
- 25 - 34 yrs - **1** (8.3%).
- 35 - 44 yrs - **3** (25.0%).
- 45 - 54 yrs - **6** (50.0%).
- 55 - 64 yrs - **0** (0.0%).
- 65 - 74 yrs - **1** (8.3%).
- 75 - 84 yrs - **0** (0.0%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



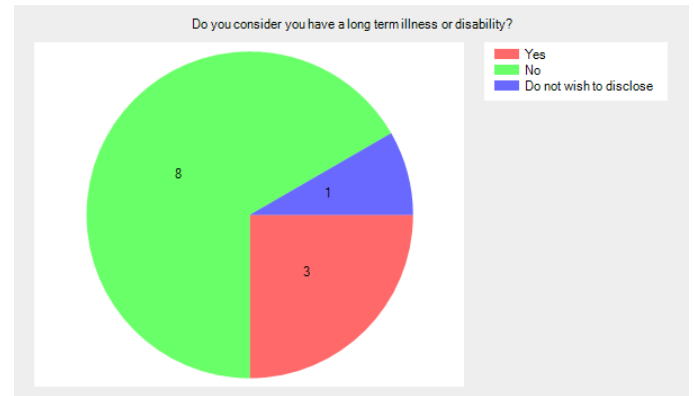
Ethnic Background

- 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 - **0** (0.0%).
- No response - **1** (8.3%).



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

- Yes - **3** (25.0%).
- No - **8** (66.7%).
- Do not wish to disclose - **1** (8.3%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **3** (25.0%).
- Tower House, Chudleigh - **9** (75.0%).

