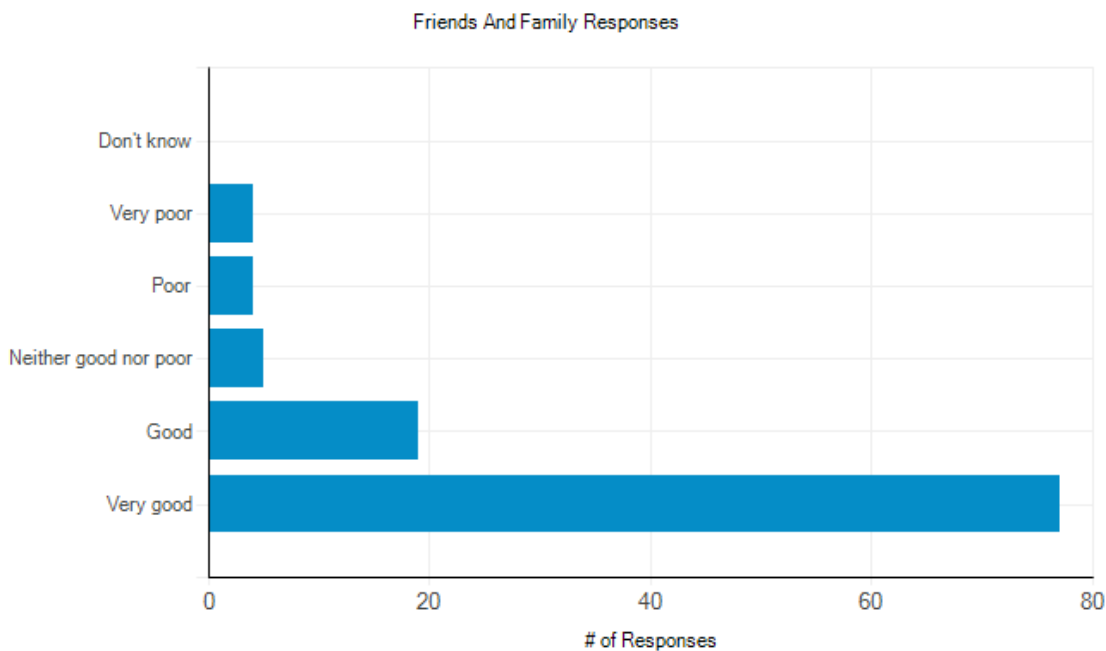


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: May 2025

Please see our Friends & Family Survey results for this month below, with 88% of patients rating us as good or very good.



Below are a few of the comments received: -

- On time for nurse appointment, the nurse was excellent explained about the health checkup very polite and friendly
- Doctor provided us with something to try and was very helpful.
- Professional, courteous and they call when they say they will. The online service request suits my needs very well
- I had message notification of the appointment 24 hours after the appointment time. However all contact with staff was good and helpful.
- The Dr called within the time frame I was given, she understood what my call was about and I felt she was prepared for our conversation. The Dr listened and was very sympathetic. System online was easy to follow and had an

appointment within a week. It would be nice to be able to request non urgent appointments at any time during the day to avoid the rush at 8/8:30 am.

- All my contact with the surgery is excellent. I did a private letter referral today and the whole thing was sorted in less than 3 hours. I also had a GP face to face last week (which I didn't expect) with the same GP I saw before who remembered me and had read my notes beforehand. You are all doing an excellent job and should be super proud of the service you give.
- I feel the service is brilliant the staff are always friendly
- Arranged for my fit note to be printed and available when I arrived for my appointment.
- Can't get appointment to see doctor about personal problem
- Seen on time; nice nurse :free parking: painless when taken blood sample.
- The personal interest in me
- I saw Dr Hughes and she was brilliant.
- The check in screen informed me that there was 1 patient before me so I expected a slight wait
- I have been coming to both the Bovey and Chudleigh practices regularly, for the last 6 weeks for post op wound care and every member of staff I have seen has been absolutely wonderful. Kind, gentle, caring and answered any questions I had. They made a very difficult time and process much easier. Thank you for all your help!
- Did not have to wait long. Dealt with efficiently and friendly.