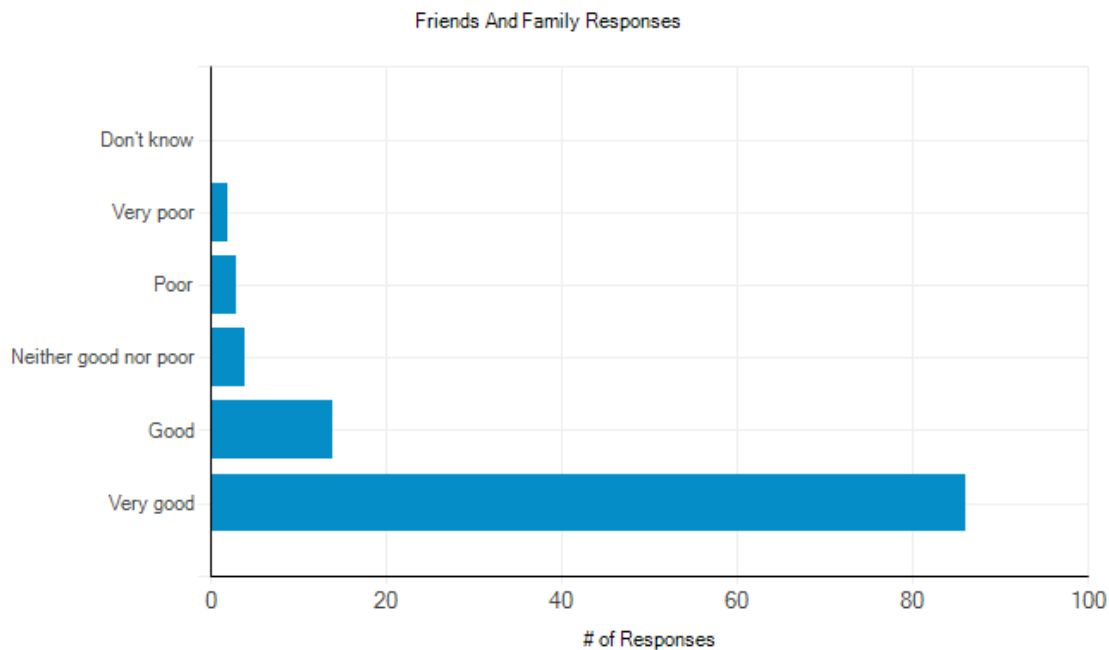


## The Bovey Tracey & Chudleigh Practice

### Friends & Family Survey Results

**Month: April 2024**

Please see our Friends & Family Survey results for this month below, with 92% of patients rating us as good or very good.



Below are a few of the comments received: -

#### Response #1:

I was treated kindly by reception staff and an appointment was made available for me for a follow up discussion with the same Doctor.

#### Response #2:

They are all very helpful from the reception to the doctor/nurse.

#### Response #3:

Unable to book an appointment with the doctor and little to no help in resolving the problem.

#### Response #4:

I booked an appointment using the online service. Easy to book, I was seen on time and was promptly dealt with.

Response #5:

The nurse was extremely nice and helpful.

Response #6:

My visit was quick. I had an appointment with a Health Care Assistant, and she was precisely on time. She quickly confirmed I needed to see a Nurse and made me an appointment in 10 days time.

Response #7:

Easy to book blood test on line and also to review results. Seen on time and the nurse was delightful.

Response #8:

Only 4th in line to speak to receptionist. Had call back at 12 from nurse, but had to wait in all day for result as doctor needed to look at ECG.

Response #9:

All staff very professional and friendly making me feel relaxed.

Response #10:

Excellent, very confident nurse took blood very happy good bedside manner 10 out of 10.

Response #11:

GP couldn't answer my question & so has to do more research.

Response #12:

Doctor was very thorough in his examining and questioning and was easy to talk to. I felt comfortable and able to talk to him about all my health concerns.

Response #13:

I feel a nuisance to the practice and am too anxious to contact now because I feel brushed off.

Response #14:

Visited the surgery on 8th Jan and had booked my appointment on line. I was not aware that this was a telephone appointment and went to the surgery. Dr Maybin agreed to see me. He gave me medication for my swollen left hand and this has helped me a lot. How wonderful to have GPs who will put themselves out to help others.