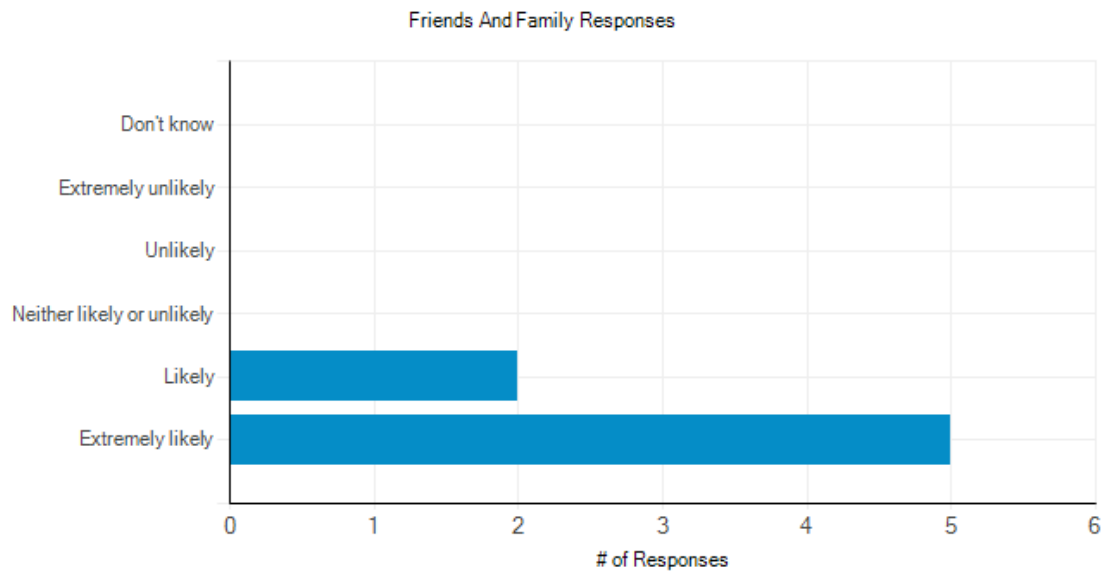


## Friends and Family Test Results – May 2019 The Bovey Tracey and Chudleigh Practice



### **Comments**

#### Response #1:

Dr Rolph is so good to review my meds

#### Response #2:

The Drs are great, very approachable and understanding! However, there is one member of the reception team who needs customer service training as she is very difficult to deal with and isn't very accommodating

#### Response #3:

My minor surgery was extremely well done. The Doctor and Nurse put me at ease.

#### Response #4:

Helpful

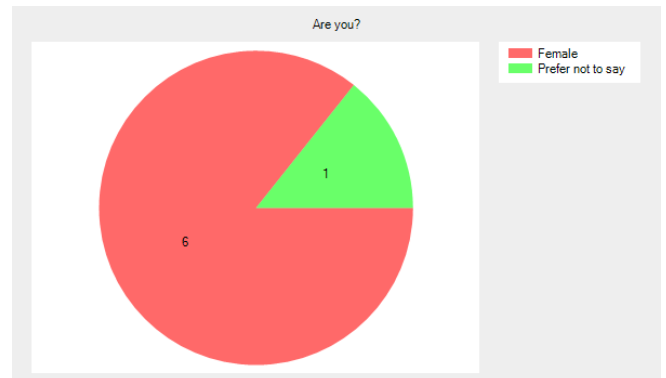
#### Response #5:

I always have very good service at this surgery. I am always seen very quickly and the doctors are human.

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

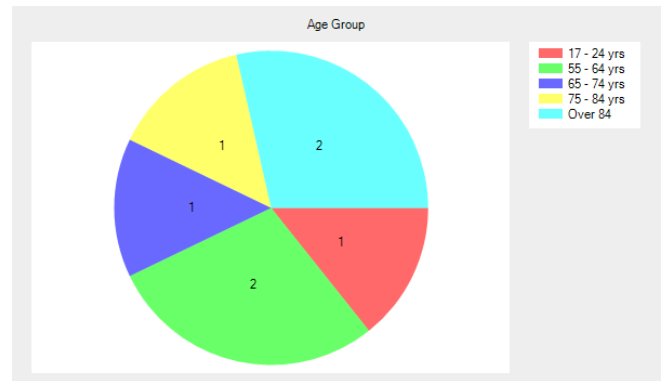
**Are you?**

- Male - **0** (0.0%).
- Female - **6** (85.7%).
- Prefer not to say - **1** (14.3%).
- No response - **0** (0.0%).



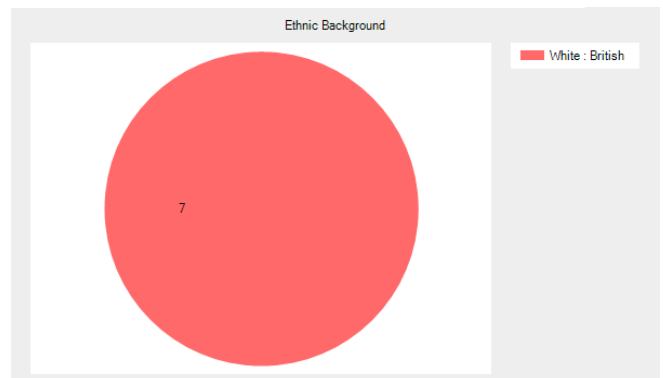
**Age Group**

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **1** (14.3%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **0** (0.0%).
- 55 - 64 yrs - **2** (28.6%).
- 65 - 74 yrs - **1** (14.3%).
- 75 - 84 yrs - **1** (14.3%).
- Over 84 - **2** (28.6%).
- No response - **0** (0.0%).

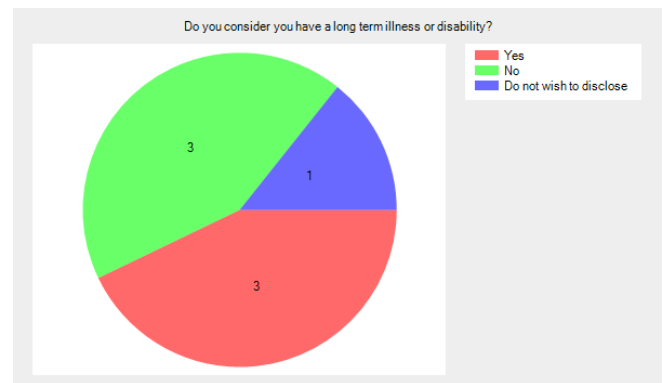


**Ethnic Background**

- White : British - **7** (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 - **3** (42.9%).
- No - **3** (42.9%).
- Do not wish to disclose - **1** (14.3%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **1** (14.3%).
- Tower House, Chudleigh - **6** (85.7%).
- No response - **0** (0.0%).

