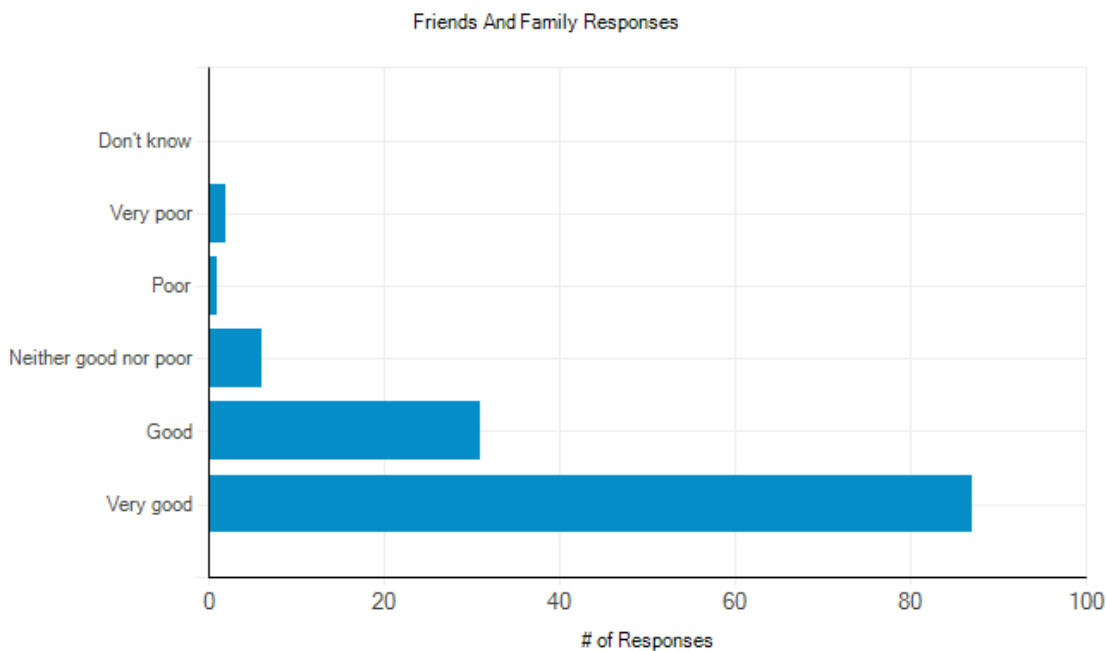


## The Bovey Tracey & Chudleigh Practice

### Friends & Family Survey Results

**Month: June 2025**

Please see our Friends & Family Survey results for this month below, with 93% of patients rating us as good or very good.



**Below are a few of the comments received: -**

- Diabetic nurse Rachel is very supportive and listens to you
- Very helpful and informative, as always.
- Had a blood test which was very good leaving no bruise.
- The Nurse was absolutely brilliant, knowledgeable and friendly
- Nurses were helpful Informative and on time. They gave appropriate help. They were following up on helpful doctors appt where I got finally, I think what was the right diagnosis and treatment
- Very prompt and lovely nurse. Thanks
- A little delay in being seen perhaps more staff needed however once in appointment very good
- Checking in was easy and the appointment was on time. The nurse was efficient, if not particularly friendly. All in all a quick and to the point experience.

- Recent visit to the Riverside surgery, Sarah the healthcare assistant very caring and informative regarding my health check. I felt very much at ease in her company. Thank you, Sarah!! Best wishes
- Booked for shingles vaccine. Very helpful nurse explained what would happen and possible side effects. Called before appointment time too
- I went for a blood test and the practitioner who did it was quick and efficient and had time to answer my questions. I hope I get to see her again
- Nurse was very understanding and helpful.
- This was my first visit to this surgery, and I'm pleased to say, that it was a clean, fresh and tidy clinic. I didn't have to wait long, and the nurse was very kind and reassuring.
- I was seen on time and treated respectfully
- The nurse was wonderful for the vaccinations
- Swift and straight forward 'check in' Waiting time acceptable Pleasant, helpful, knowledgeable, efficient and informative staff member - confident they knew what they were doing / talking about
- Dr Francis is very empathetic She listens and lets you finish before responding She is also very positive
- Dr explained condition we discussed why it had happened, and she sent very useful links for exercises for foot
- Dr. Listened well and asked thoughtful questions. Next steps organised and explained.
- Always happy to help me with any of my problems and to direct me in the right direction staff are so friendly and always do their best to take their time to listen to me even if they are extremely busy, I love being apart of this community where the people here are wonderful and this makes coming to the doctors less stressful so thank you to everyone at this surgery
- Very very helpful from Mandy
- I'm not a fan of the online service but today it worked well for me. Online request in by 8.15 and doctor appointment made for 10.30am. Dr Shenton was great. Very thorough, kind and considerate to the condition I was visiting for. A real asset to the surgery.
- I've never had any issues with my surgery. The staff are always very good and professional. I feel they have gone above and beyond in my recent treatment of an ongoing health condition