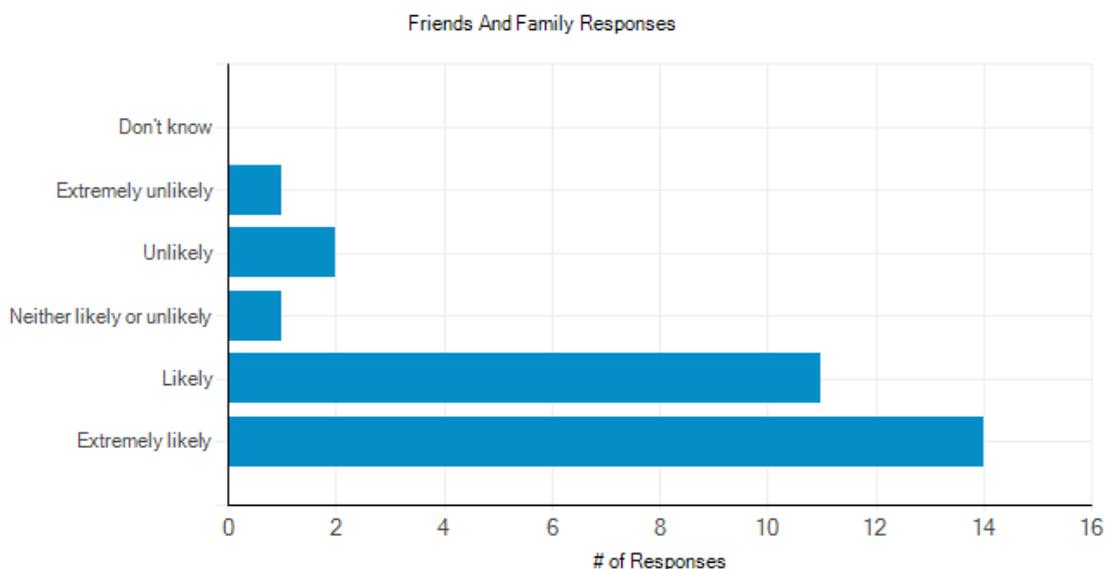


Friends and Family Test Results – November 2016  
The Bovey Tracey and Chudleigh Practice



**Comments received:**

Response #1:

I saw Dr Oxenham this morning as a follow up from a previous appointment several weeks ago. What I really liked about our consultation this morning was that you had prepared well. I don't know how you do this when you see so many people so it was very easy to talk to you because you not only knew what was wrong with my hip but also how I felt about it. You were really encouraging and have inspired me to continue to help myself and therefore get a better outcome. Thank you very much.

Response #2:

I don't like having blood taken, nurse was great and distracted me so well, thanks so much. Bloods done all well!!!

Response #3:

Waiting times for appointments.

Response #4:

Prompt help when needed.

Response #5:

Prompt, comfortable environment

Response #6:

Always found you helpful.

Response #7:

Staff are very helpful.

Response #8:

Dr Mills is amazing!

Response #9:

Everyone is very helpful.

Response #10:

Always been happy with the treatment I have received.

Response #11:

Always very helpful.

Response #12:

Very nice staff, always helpful and kind.

Response #13:

A wide range of male/female doctors to see (giving a choice for a particular problem) Do not feel rushed. Some doctors are more friendly and approachable than others.

Response #14:

I have always received the best of attention.

Response #15:

Friendly, big surgery.

Response #16:

Delays for appointments.

Response #17:

Everyone working at the Practice is very helpful. I would have ticked 'Extremely Likely', but it is very difficult to get an appointment with my particular Doctor without having to book 2-3 weeks in advance.

Response #18:

Staff made every effort to help. Doctors are always courteous and their care is OUTSTANDING despite being so busy. I appreciate all they do.

Response #19:

I don't know if this is a national decision, but it's worrying that you do not do a specific 'well woman/man clinic - and for diabetes, liver, blood pressure, weight, cholesterol, patients have to wait until they HAVE the condition rather than advance warnings.

Response #20:

Able to fit me in when needed.

Response #21:

Very unfriendly.

Response #22:

I can pick out good and bad points to this doctors surgery you always get offered a doctors call back or an appointment to see a doctor it can be very long waiting times to get through to speak to a receptionist and also waiting to see a doctor can be a while over your appointment time.

Response #23:

I never feel rushed when seeing the Doctor. Can always get advice from a telephone call if needed. Staff always pleasant and helpful.

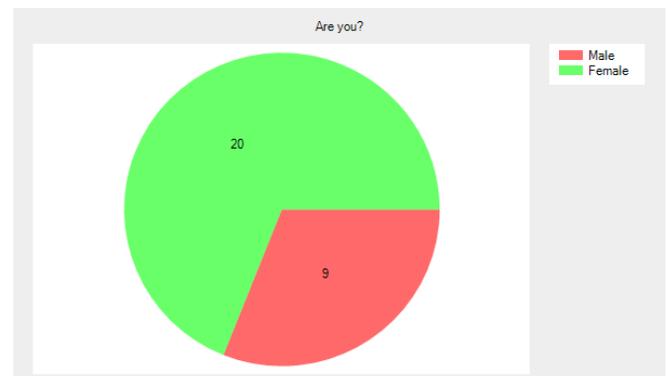
Response #24:

Very helpful

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

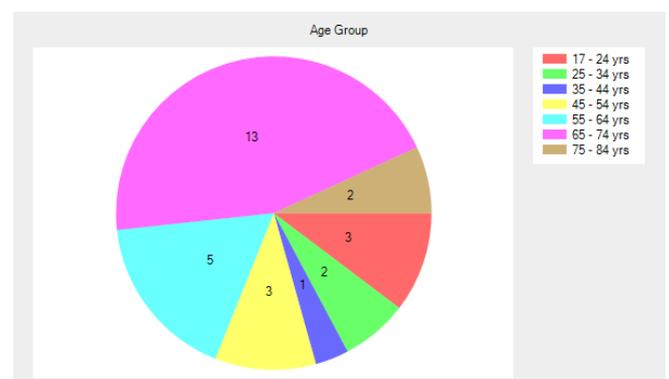
**Are you?**

- Male - **9** (31.0%).
- Female - **20** (69.0%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



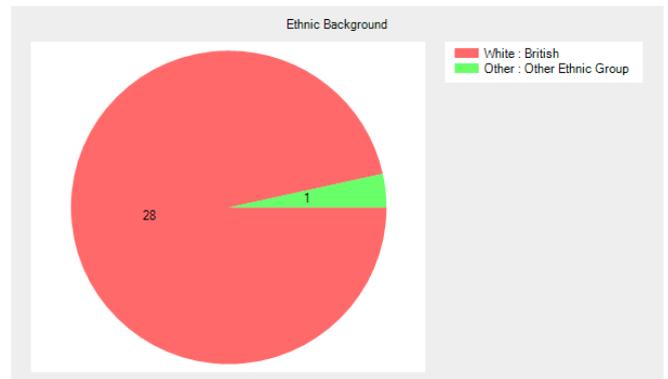
**Age Group**

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **3** (10.3%).
- 25 - 34 yrs - **2** (6.9%).
- 35 - 44 yrs - **1** (3.4%).
- 45 - 54 yrs - **3** (10.3%).
- 55 - 64 yrs - **5** (17.2%).
- 65 - 74 yrs - **13** (44.8%).
- 75 - 84 yrs - **2** (6.9%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



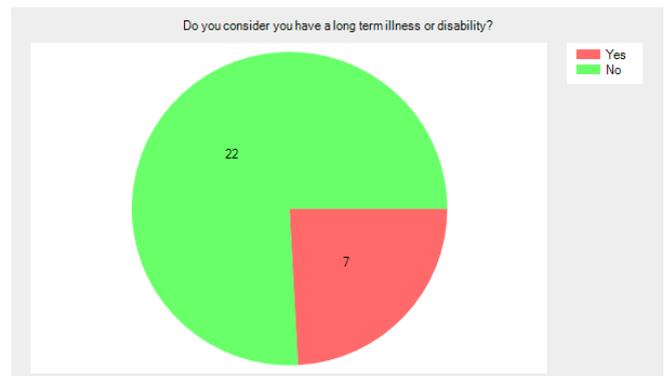
## Ethnic Background

- White : British - **28** (96.6%).
- 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 - **1** (3.4%).
- No response - **0** (0.0%).



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

- Yes - **7** (24.1%).
- No - **22** (75.9%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



## Which surgery do you usually attend?

- Riverside, Bovey Tracey - **27** (93.1%).
- Tower House, Chudleigh - **2** (6.9%).
- No response - **0** (0.0%).

