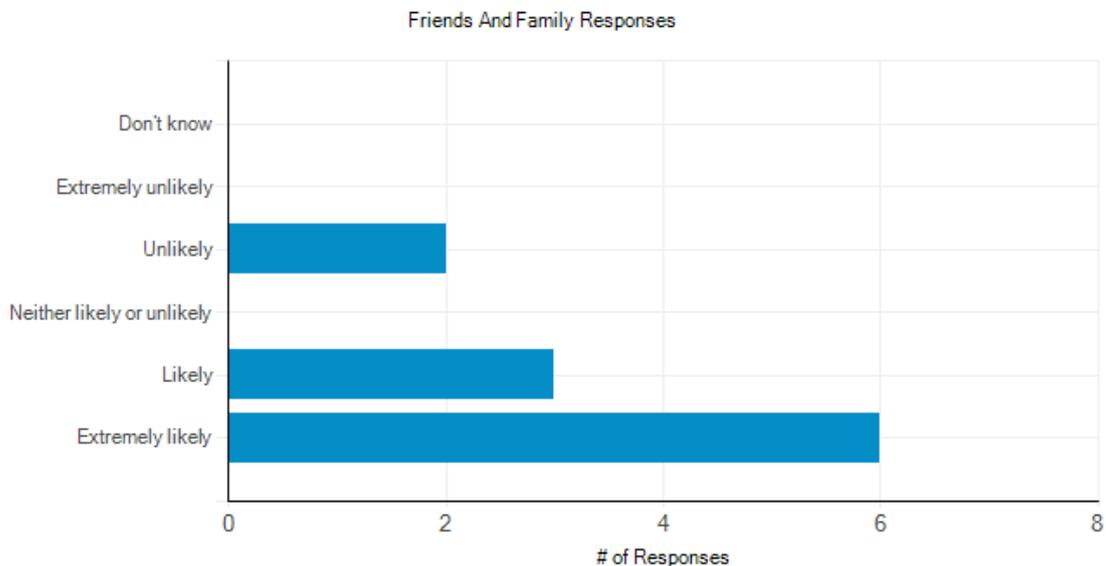


Friends and Family Test Results – September 2017
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

I would have responded "extremely likely" if it were possible to see my own doctor when it was required.

Response #2:

It can be very hard to get an appointment with a doctor or nurse in under 10 days. However once you are with them, the clinicians are good and the surgery itself is pleasant.

Response #3:

It's usually a 2 week wait for an appointment. GP's often pushing anti-depressants as a 'care for all' and not listening to symptoms. Relying on blood tests results and dismissing actual symptoms. Little continuity of care as it's hard to get an appointment when you need it with one Dr.

Response #4:

Hard to get an appointment.

Response #5:

Excellent access for mobility (e.g. stroller). Excellent availability for GP's and Nurses, very helpful team on phones and at the surgery. Superb medical care.

Response #6:

The 2 week wait for an appointment is excruciating, not to be missed.

Response #7:

I find the care and understanding varies from doctor to doctor, some doctors at the surgery are really caring and understanding and others make it clear that it is just their job.

Response #8:

Phone today and spoke to a competent receptionist who knew me by just my first name. I got a phone appointment with my own GP (non-urgent/serious). Details appeared on website in less than 10 minutes. The joys of integrated modern technology.

Response #9:

Responsive and helpful.

Response #10:

Very friendly and helpful Doctors and Nurses, especially the District Nurses - always feel as though they are almost looking forward to seeing me! I'm very impressed with the care.

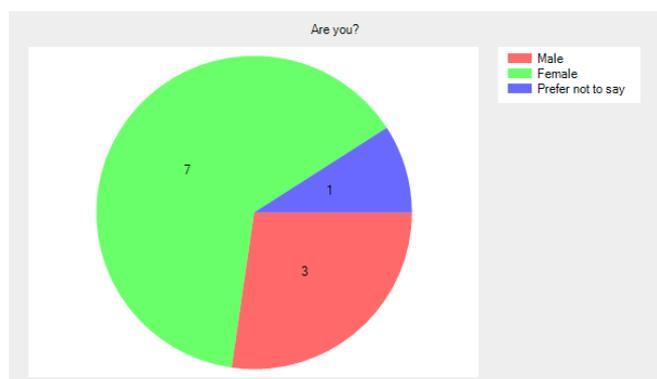
Response #11:

Everyone is always very helpful.

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

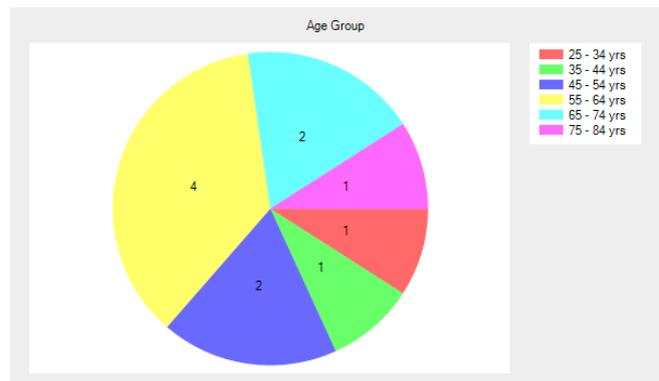
Are you?

- Male - 3 (27.3%).
- Female - 7 (63.6%).
- Prefer not to say - 1 (9.1%).
- No response - 0 (0.0%).



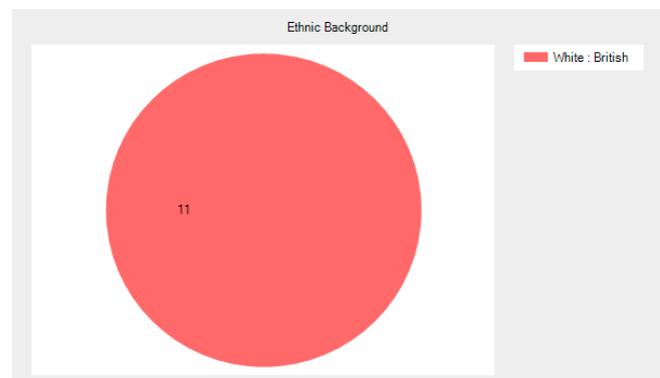
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **1** (9.1%).
- 35 - 44 yrs - **1** (9.1%).
- 45 - 54 yrs - **2** (18.2%).
- 55 - 64 yrs - **4** (36.4%).
- 65 - 74 yrs - **2** (18.2%).
- 75 - 84 yrs - **1** (9.1%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



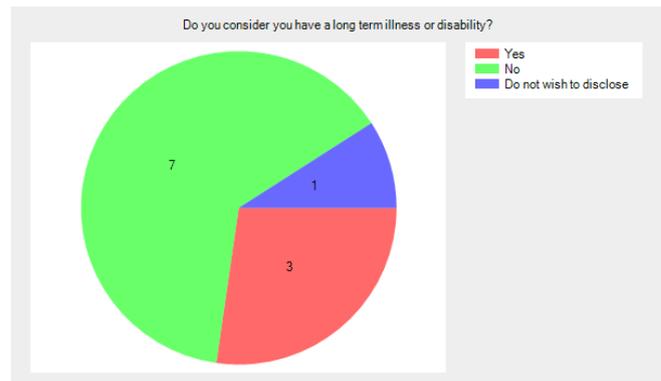
Ethnic Background

- White : British - **11** (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** (27.3%).
- No - **7** (63.6%).
- Do not wish to disclose - **1** (9.1%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **10** (90.9%).
- Tower House, Chudleigh - **1** (9.1%).
- No response - **0** (0.0%).

