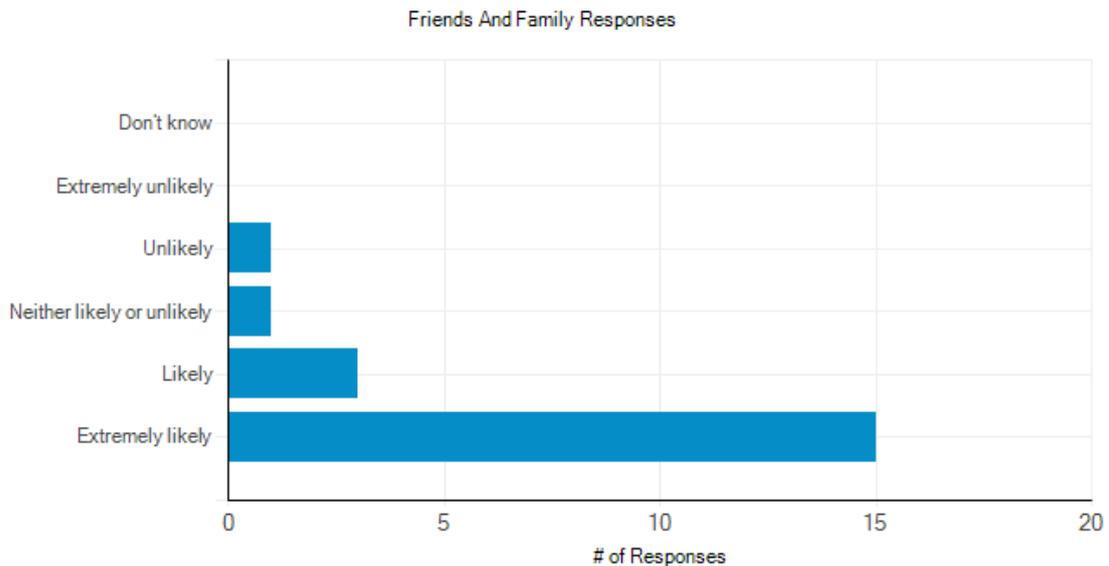


Friends and Family Test Results – July 2017
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

I have always had a lot of confidence in the surgery, I have received excellent treatment for whatever I have presented with and have had prompt and accurate diagnosis.

Response #2:

Further to a phone consultation with my GP, I was called in the same day to further discuss my health query. My GP listened with great care and referred me immediately for further tests. My sincere thanks for this speedy action and the ensuing hospital appointment.

Response #3:

Dr Thomas responded very quickly to my request for a telephone conversation and saw me at the surgery later that same morning.

Response #4:

The Doctor I saw was very helpful, knowledgeable and friendly.

Response #5:

The Doctors are great, however, trying to get the next available appointment can take more than a week (I have just experienced this) and also when attending the appointment it was twenty minutes late.

Response #6:

Friendly staff, not too long a wait when I arrived. However had to wait longer than I should have liked for an appointment.

Response #7:

The physiotherapist at Newton Abbot Hospital e-mailed Dr Oxenham asking him to request a scan for me on my shoulder. The physiotherapist suggested that I follow this up in a few days as in her words "most GP surgeries are busy places and sometimes they need a timely phone call to make sure the request is actioned". Not only was the request actioned quickly, but it was followed up by the surgery phoning me to inform me that they had actioned the request. Thank you Dr Oxenham, and all your team, for your swift response and your excellent care.

Response #8:

Always find the surgery very efficient. Just sorry that now you have to book routine appointments so far in advance.

Response #9:

Very easy and convenient way to sign up to SystemOnline. Helpful and friendly receptionist.

Response #10:

I think that this surgery offers an absolutely first class service.

Response #11:

If you want a good doctors surgery you can't go wrong. Everyone is kind and caring and understanding, as are the doctors. If you are thinking of changing doctors, go no further, you won't regret it.

Response #12:

Lovely quiet atmosphere, stress free, always friendly staff.

Response #13:

I have attended this surgery for over 30 years and always found the surgery Dr's to be extremely helpful and thorough. I trust their judgement.

Response #14:

I always receive good service, I feel listened too.

Response #15:

Wonderful GP - Dr Oxenham. Very helpful receptionists.

Response #16:

Fast professional service. All staff are very helpful.

Response #17:

Difficult to get an appointment.

Response #18:

Very quick and professional service. Staff always have kind words and a smile.

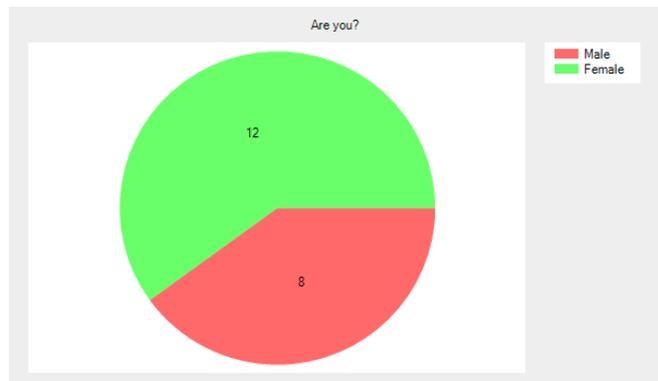
Response #19:

Friendly and professional help this evening. I appreciate being able to see a GP later in the day. However, I feel that it's a long shift for one Doctor. I think the shifts should be split.

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

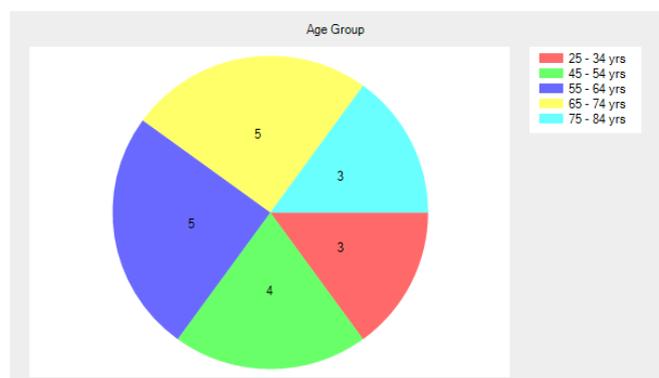
Are you?

- Male - **8** (40.0%).
- Female - **12** (60.0%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



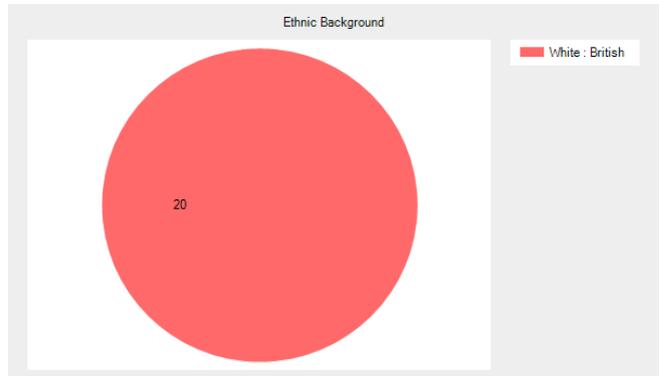
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **3** (15.0%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **4** (20.0%).
- 55 - 64 yrs - **5** (25.0%).
- 65 - 74 yrs - **5** (25.0%).
- 75 - 84 yrs - **3** (15.0%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



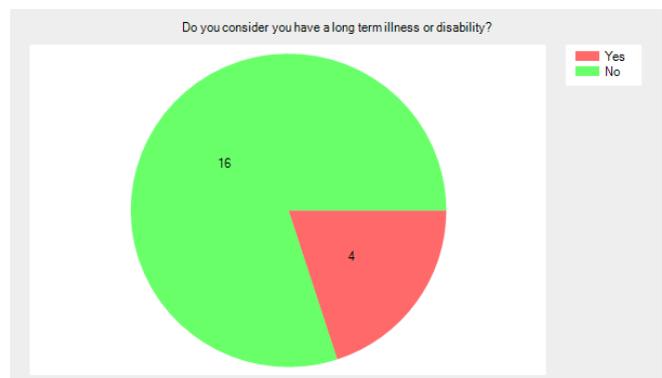
Ethnic Background

- White : British - **20** (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 - **4** (20.0%).
- No - **16** (80.0%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **8** (40.0%).
- Tower House, Chudleigh - **12** (60.0%).
- No response - **0** (0.0%).

