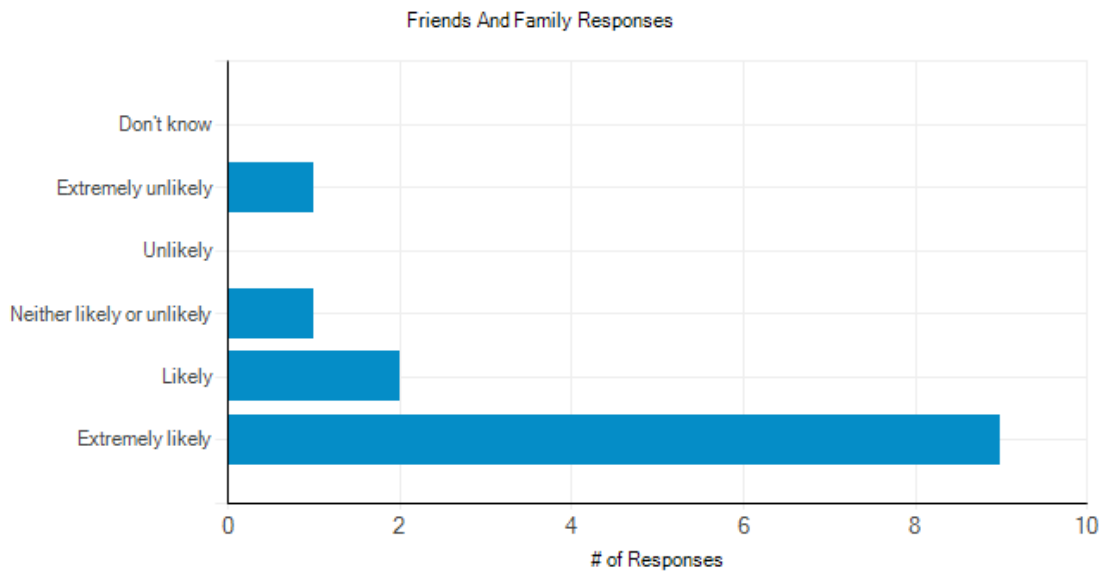


Friends and Family Test Results – February 2018 The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Poor telephone answering time. Not being able to get appointments for bloods, GP, nurses. Therefore long wait time for telephone consults and actual face to face appointments. Poor reception response to prescription requests and requests for hospital Consultant recommendations.

Response #2:

Staff are friendly and very helpful! They have put me at ease straight away! Lovely Reception staff also!!

Response #3:

Very polite staff and helpful.

Response #4:

The appointment was made. The Doctor was thorough, efficient and with a very nice manner. Very impressed.

Response #5:

We find out Health Centre SO VERY helpful. Doctors, nurses and the receptionist. My husband and I have been using you for 40 years and the Health Centre "GETS BETTER!"

Response #6:

Always found the receptionists very helpful - fortunately we rarely visit (at the moment!!)

Response #7:

Helpful :)

Response #8:

Thank you so much for seeing us at short notice and to Dr Vasquez for seeing both my boys at once to put my mind at rest. Very much appreciated :)

Response #9:

Very satisfied with treatment manner.

Response #10:

Friendly, polite, kind, professional staff. Understandably there is sometimes a wait in the waiting room to see the Doctor.

Response #11:

Your Medical Team I have had dealings with at present are very knowledgeable and professional in their performance and duty, but there is always more room for improvements and to keep updated at all times.

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

Are you?

- Male - **4** (30.8%).
- Female - **8** (61.5%).
- Prefer not to say - **1** (7.7%).
- No response - **0** (0.0%).
-

Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **1** (7.7%).
- 25 - 34 yrs - **1** (7.7%).
- 35 - 44 yrs - **1** (7.7%).
- 45 - 54 yrs - **1** (7.7%).
- 55 - 64 yrs - **2** (15.4%).
- 65 - 74 yrs - **2** (15.4%).
- 75 - 84 yrs - **4** (30.8%).
- Over 84 - **1** (7.7%).
- No response - **0** (0.0%).

Ethnic Background

- White : British - **12** (92.3%).
- White : Irish - **1** (7.7%).
- 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 - **5** (38.5%).
- No - **7** (53.8%).
- Do not wish to disclose - **1** (7.7%).
- No response - **0** (0.0%).

Which surgery do you usually attend?

- Riverside, Bovey Tracey - **11** (84.6%).
- Tower House, Chudleigh - **2** (15.4%).
- No response - **0** (0.0%).