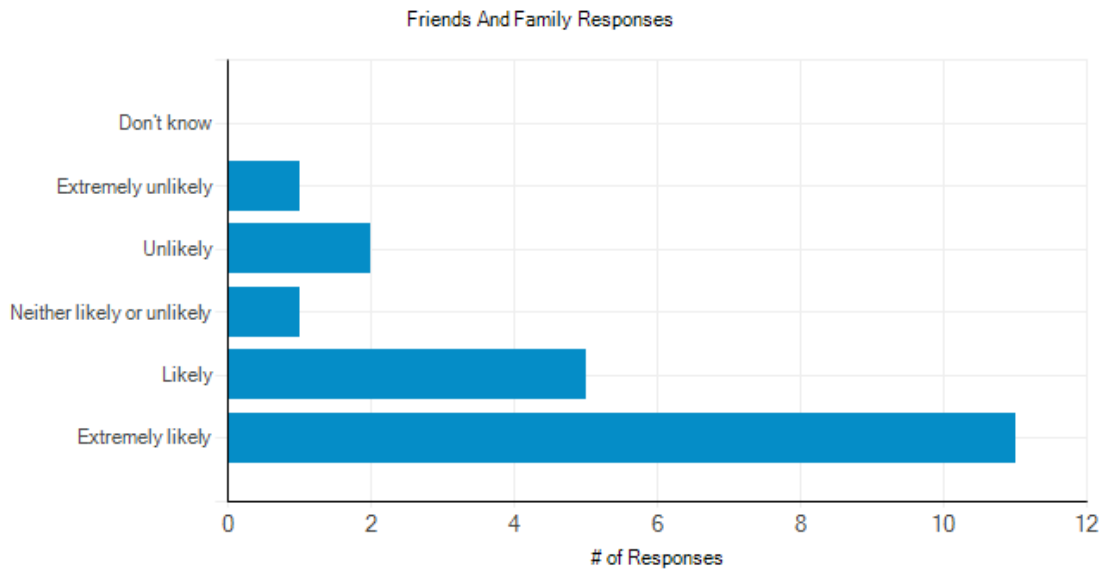


Friends and Family Test Results – March 2018
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Quick, friendly staff

Response #2:

Very reassuring, helpful phone call from Dr Soffe at requested time to fit around my busy lifestyle.

Response #3:

Surgery responds well to patient concerns.

Response #4:

Good service.

Response #5:

Extremely helpful Doctors.

Response #6:

Unhappy.

Response #7:

Always great service. I can't fault the whole Practice, except they're pressured due to increase of patients/workload.

Response #8:

Doctor listened. I am hard of hearing so Doctor needed to speak more slowly and face me when speaking.

Response #9:

A lot more homes to come. Too long waiting times already.

Response #10:

Our surgery is very good and very busy so to recommend it to others would just cause longer waiting times for a Doctor in a busy surgery already.

Response #11:

Dr Thomson was very helpful with my teenage son. Thank you.

Response #12:

The care and attention from the Dr was excellent. But it was 3 days over 2 weeks to wait from making the appointment - admittedly this was a non-urgent matter. Surely this is too long?

Response #13:

Always seen quickly and efficiently on the several occasions I have come with minor injuries and ailments.

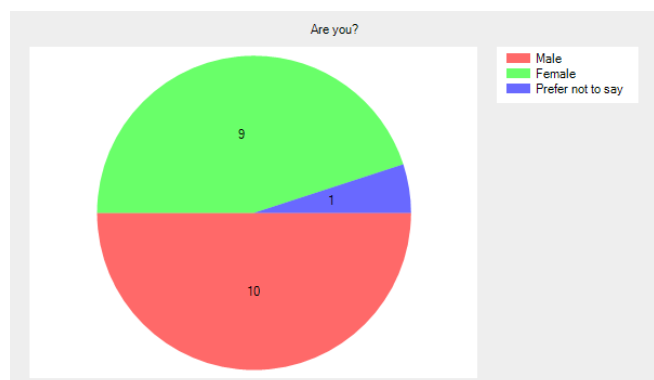
Response #14:

Very friendly and approachable

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

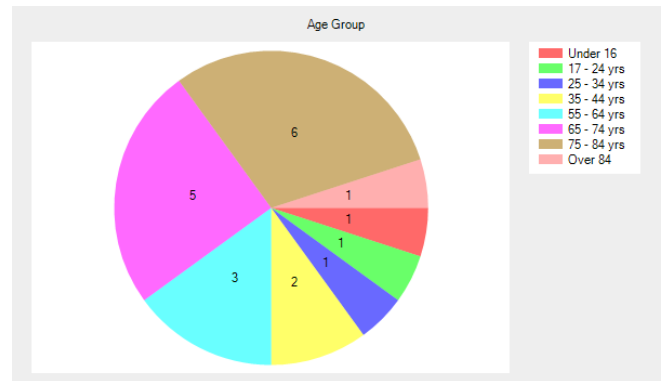
Are you?

- Male - **10** (50.0%).
- Female - **9** (45.0%).
- Prefer not to say - **1** (5.0%).
- No response - **0** (0.0%).



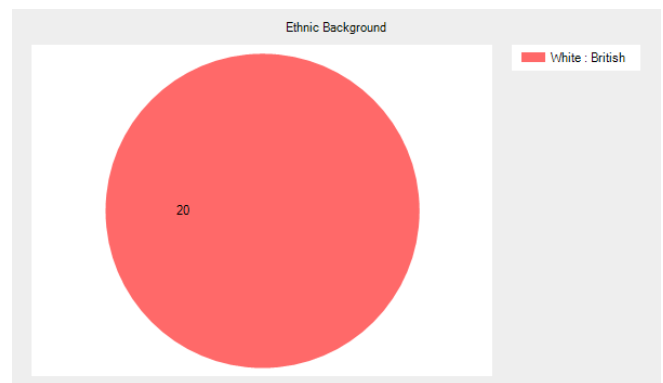
Age Group

- Under 16 - **1** (5.0%).
- 17 - 24 yrs - **1** (5.0%).
- 25 - 34 yrs - **1** (5.0%).
- 35 - 44 yrs - **2** (10.0%).
- 45 - 54 yrs - **0** (0.0%).
- 55 - 64 yrs - **3** (15.0%).
- 65 - 74 yrs - **5** (25.0%).
- 75 - 84 yrs - **6** (30.0%).
- Over 84 - **1** (5.0%).
- No response - **0** (0.0%).



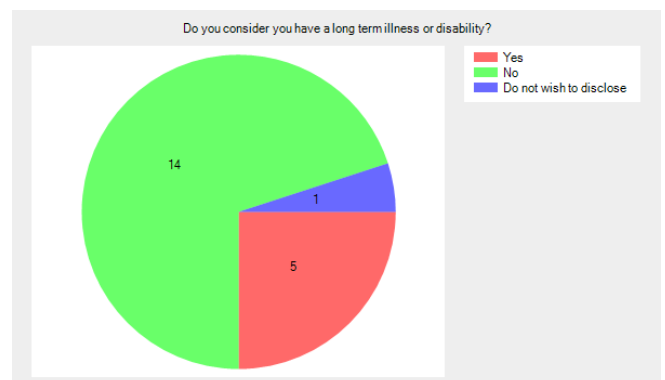
Ethnic Background

- 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 - **5** (25.0%).
- No - **14** (70.0%).
- Do not wish to disclose - **1** (5.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **18** (90.0%).
- Tower House, Chudleigh - **2** (10.0%).
- No response - **0** (0.0%).

