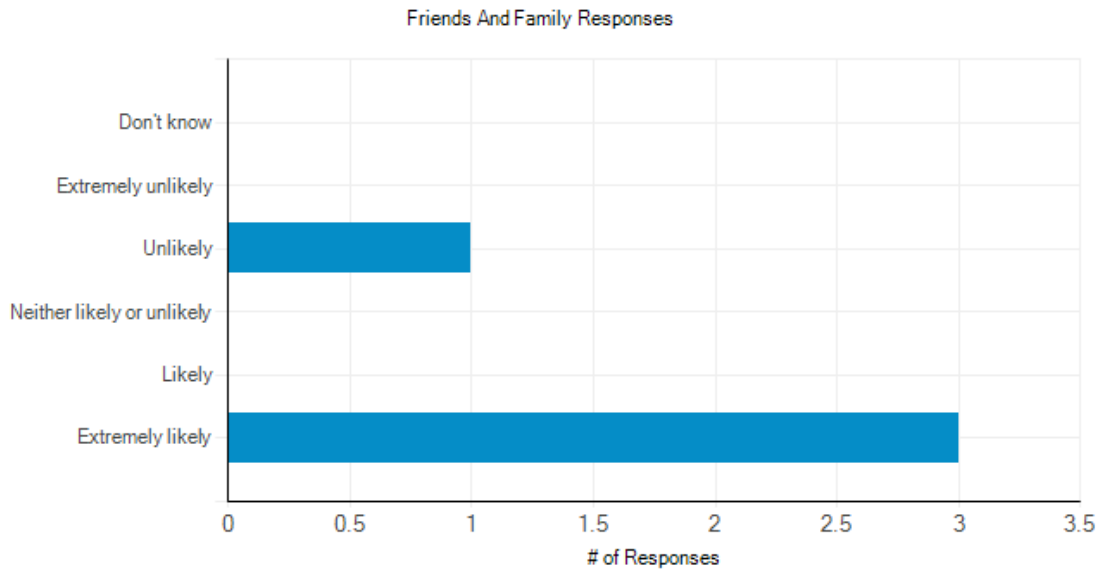


## Friends and Family Test Results – July 2019 The Bovey Tracey and Chudleigh Practice



### **Comments**

#### **Response #1:**

Very poor technique by phlebotomist - have been twice now and they don't apply pressure for long enough after taking blood. Have had significant haematoma both occasions. They need to ensure bleeding has stopped before taping the dressing in place.

#### **Response #2:**

Rang today as I was running out of one of my tablets, got out of sync somehow. I couldn't order them on line as they had been greyed out. Person who answered was really helpful and we sorted out what the issue and she kindly ordered the relevant tabs. What struck me was how very cheerful she was and that really came over. She must talk to hundreds of patients each week yet for me it felt totally individual. This is very much appreciated and I very much respect anyone that can do this!! Thanks

#### **Response #3:**

The Chudleigh Community simply have a very high regard for Dr T. Oxenham.

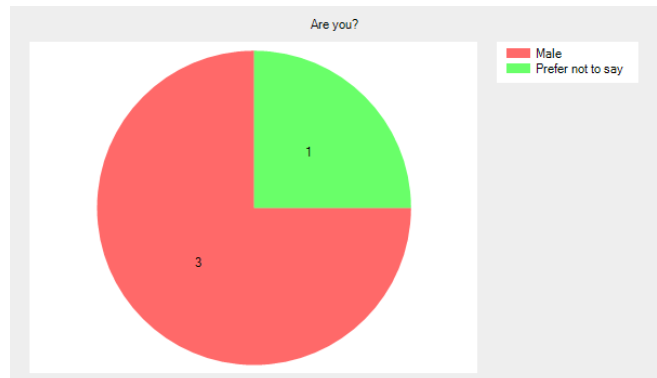
#### **Response #4:**

While the doctors and nurses do a tremendous job they are let down by the delay in downloading and processing prescriptions. When I phone up at 10am the day after the doctor has sent the script next door I do not want to be told by the Chemist "I have not downloaded it yet".

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

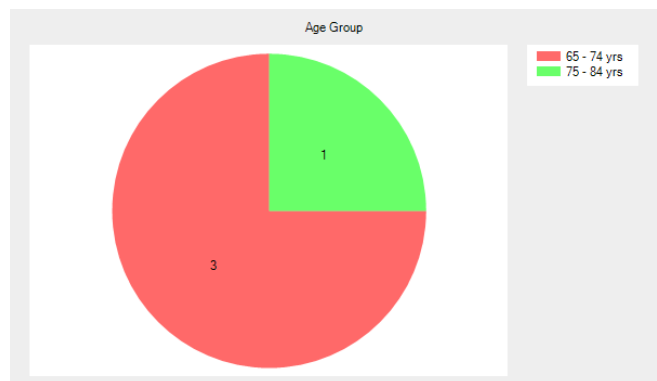
**Are you?**

- Male - **3** (75.0%).
- Female - **0** (0.0%).
- Prefer not to say - **1** (25.0%).
- No response - **0** (0.0%).



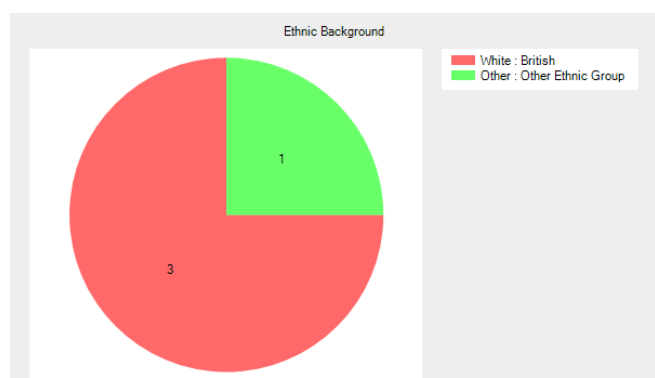
**Age Group**

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **0** (0.0%).
- 55 - 64 yrs - **0** (0.0%).
- 65 - 74 yrs - **3** (75.0%).
- 75 - 84 yrs - **1** (25.0%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



**Ethnic Background**

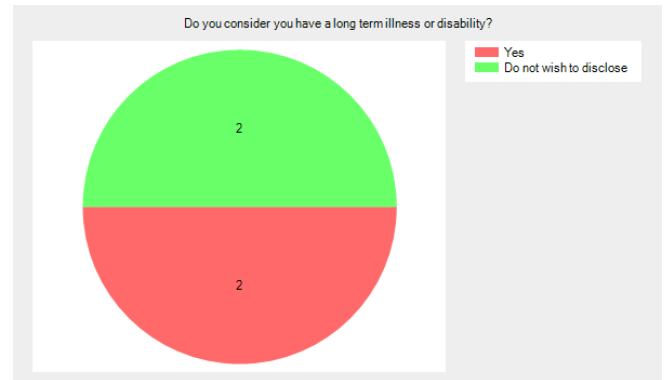
- White : British - **3** (75.0%).
- White : Irish - **0** (0.0%).
- Mixed : White & Black Caribbean - **0** (0.0%).
- Mixed : White & Black African - **0** (0.0%).
- Mixed : White & Asian - **0** (0.0%).
- Asian or British Asian : Indian - **0** (0.0%).
- Asian or British Asian : Pakistani - **0** (0.0%).
- 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 - **1** (25.0%).
- No response - **0** (0.0%).

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

- Yes - **2** (50.0%).
- No - **0** (0.0%).
- Do not wish to disclose - **2** (50.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **2** (50.0%).
- Tower House, Chudleigh - **2** (50.0%).
- No response - **0** (0.0%).

