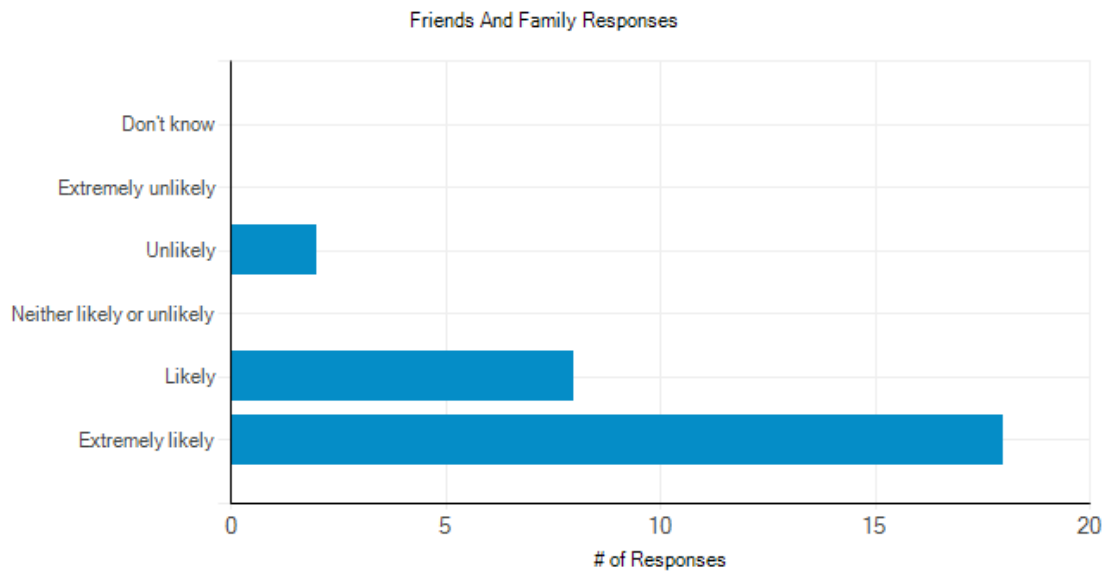


Friends and Family Test Results – May 2015
The Bovey Tracey and Chudleigh Practice



Comments Received

Response #1:

Always helpful

Response #2:

High levels of care and consideration. Speed of referrals. Warm politeness at front desk.

Response #3:

Always had a good response on each visit.

Response #4:

Friendly practice. Good access to telephone consultations with GP's on the same day. Difficult to get through on the phone in the mornings, more lines?

Response #5:

Upsetting length of time waiting to see a doctor.

Response #6:

Normally an appointment can be made, however I have had an experience when I was promised a telephone consultation and this failed to materialise twice on the same day. Eventually I did speak to the doctor at about 6.10pm.

Response #7:

Always found staff friendly and efficient.

Response #8:

Good service.

Response #9:

It depends on which doctor they are likely to see. Some are excellent and others I would not recommend at all.

Response #10:

Doctor always pleasant and thorough with everything.

Response #11:

Everybody is polite and if you want an appointment you always get one.

Response #12:

First appointment later lunch at 2.00. Still not taken in until 2.20! Why?

Response #13:

I have only ever had a problem with 1 particular doctor at tower house since his retirement many years ago any problem health wise I've had has been dealt with quickly and professionally. The nurses are kind and gentle, very helpful and knowledgeable in matters of healthy living.

Response #14:

Always had good service.

Response #15:

Always try to help.

Response #16:

Very friendly and helpful. Good experiences with district nurse's.

Response #17:

I have rarely needed to use the surgery until April of this year and on each occasion I have received a good service from the GP and reception staff. An improvement on the last time.

Response #18:

Reception staff are friendly and obliging. I trust and have faith in my GP. She is understanding, knowledgeable and has empathy.

Response #19:

Very receptive and helpful. All the staff listen and help. I feel I can approach them without concern. Olivia was very helpful recently coordinating medical service following our return from Dubai. Meant when we got home everything worked seamlessly. Fantastic!

Response #20:

I have always received a good service from all of the practice staff.

Response #21:

Extremely professional and very knowledgeable care. Tremendous advantage to have continuity of care by GP when one has multiple health issues.

Response #22:

I have been a patient at this surgery for a long time and have always been very happy with both the doctor's and the other surgery staff.

Response #23:

Top service! Good listening attitude.

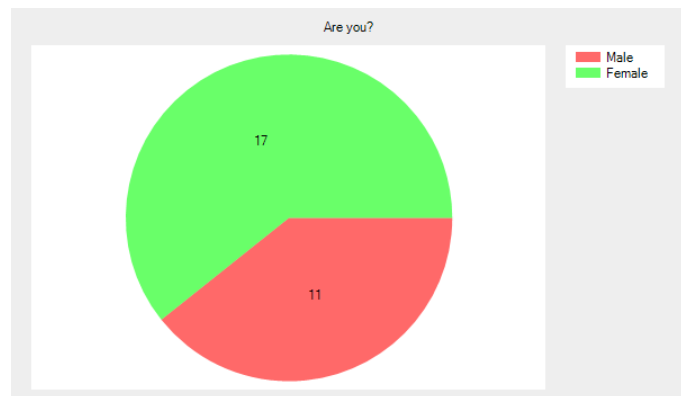
Response #24:

I usually see a GP that knows me and the illness I have, this and the fact that I feel the GP's always listens to me is important. It is essential that I feel that the GP's really understand me and my illnesses. When necessary the GP's have always referred me to the consultant etc very promptly.

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

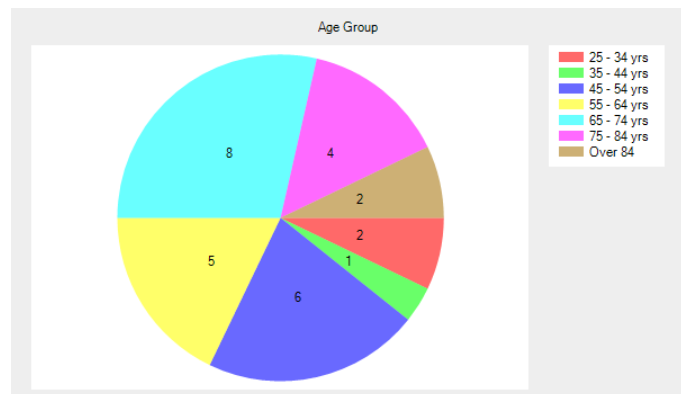
Are you?

- Male - **11** (39.3%).
- Female - **17** (60.7%).
- No response - **0** (0.0%).



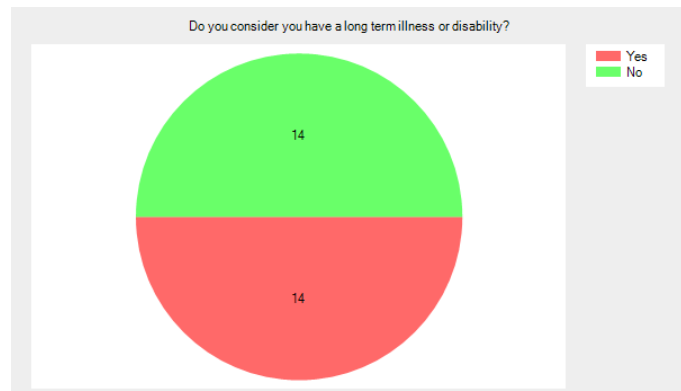
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **2** (7.1%).
- 35 - 44 yrs - **1** (3.6%).
- 45 - 54 yrs - **6** (21.4%).
- 55 - 64 yrs - **5** (17.9%).
- 65 - 74 yrs - **8** (28.6%).
- 75 - 84 yrs - **4** (14.3%).
- Over 84 - **2** (7.1%).
- No response - **0** (0.0%).



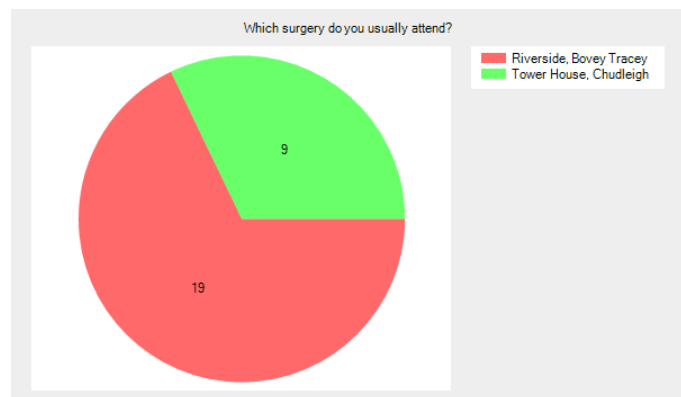
Do you consider you have a long term illness or disability?

- Yes - **14** (50.0%).
- No - **14** (50.0%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **19** (67.9%).
- Tower House, Chudleigh - **9** (32.1%).
- No response - **0** (0.0%).



Ethnic Background

- White : British - **27** (96.4%).
- 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 - **1** (3.6%).

