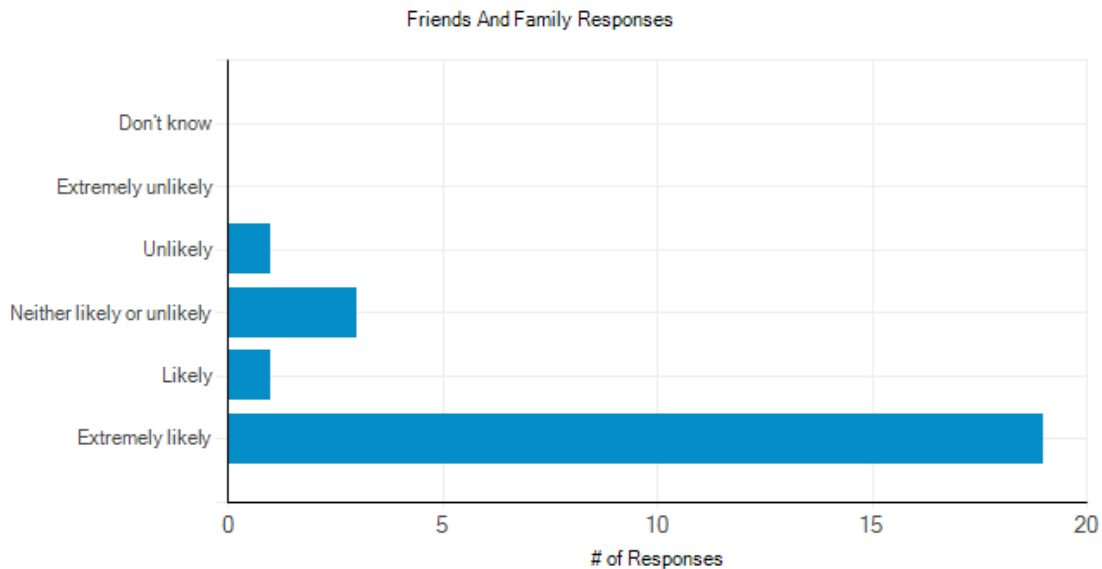


Friends and Family Test Results – August 2016
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

I have been attending this surgery for 35 years or more and both me and my family have always been treated here with respect, dignity, efficiency and most effectively. Thank you all.

Response #2:

Come here regularly, always very satisfied.

Response #3:

Excellent service. I came into see the nurse Samantha for stitches to be removed; she has a very calm and professional manner. She is a credit to the surgery.

Response #4:

Very helpful, I was quite embarrassed and Dr Thomas made it so easy. Thank you!

Response #5:

GP appointment. Very thorough giving full explanation of causes of problems and how to prevent. Thank you.

Response #6:

I have always been treated promptly and thoroughly. Staff are always very polite and I get reminded regularly about appointments.

Response #7:

Receptionists are very helpful and sympathetic . Dr Maybin is excellent!

Response #8:

All the doctors, nurses and other staff are always very helpful

Response #9:

Always helpful

Response #10:

Audrey (Receptionist) was very pleasant and helpful

Response #11:

Prompt attention at all times

Response #12:

Pleasant staff, excellent doctors

Response #13:

Always treated with respect by receptionist and all other staff

Response #14:

Always accommodating, friendly staff, doctors listen. No issues regarding treatment.

Response #15:

No friends or family nearby

Response #16:

Have mostly been very satisfied - waits for appointments sometimes

Response #17:

Too long waiting for appointments - even telephone appointments

Response #18:

Inbetween appointments is too long. Telephone appointments is also a long wait. Too much time wasted when GP's call next patient

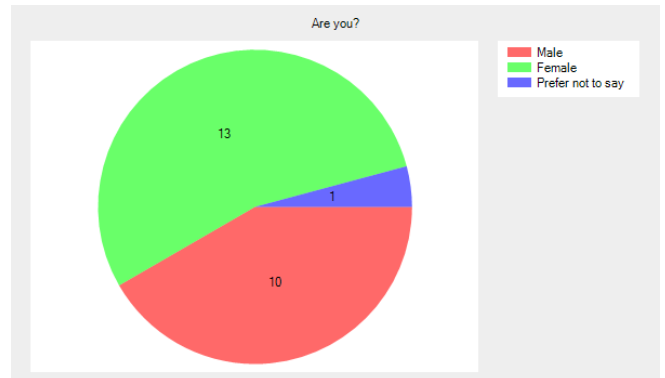
Response #19:

Mostly we get an appointment when we need it. Specific set-ups are good, like asthma checks, BP checks, hearing etc. The GP's are all good at listening and communication. Receptionists are lovely.

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

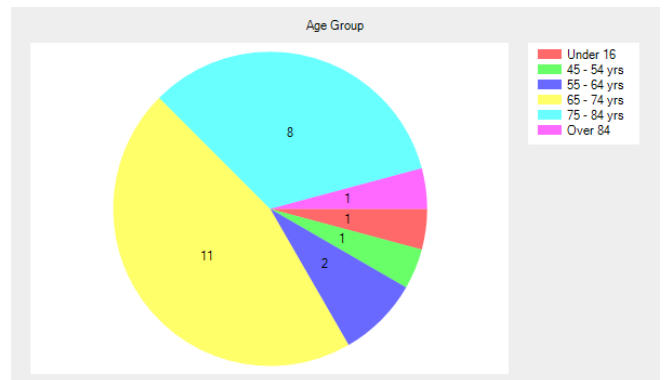
Are you?

- Male - **10** (41.7%).
- Female - **13** (54.2%).
- Prefer not to say - **1** (4.2%).
- No response - **0** (0.0%).



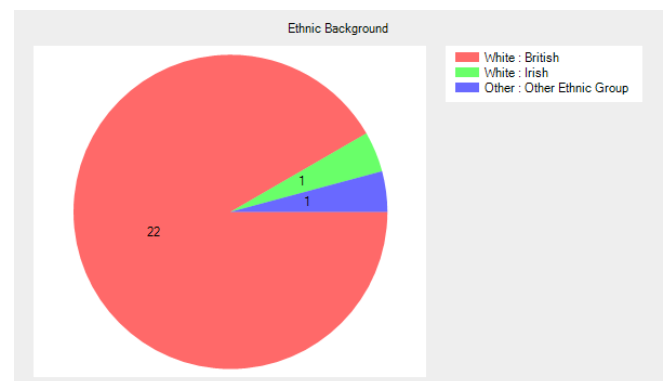
Age Group

- Under 16 - **1** (4.2%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **1** (4.2%).
- 55 - 64 yrs - **2** (8.3%).
- 65 - 74 yrs - **11** (45.8%).
- 75 - 84 yrs - **8** (33.3%).
- Over 84 - **1** (4.2%).
- No response - **0** (0.0%).



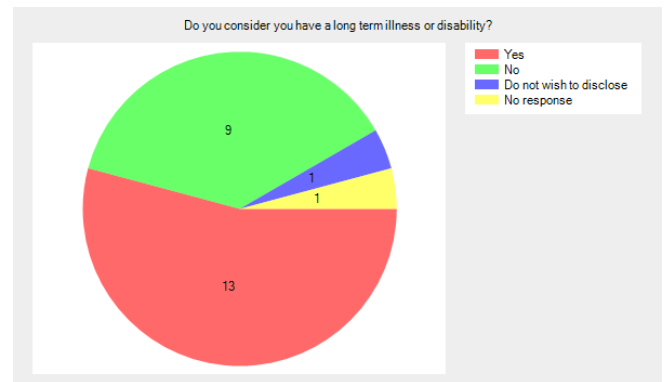
Ethnic Background

- White : British - **22** (91.7%).
- White : Irish - **1** (4.2%).
- 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** (4.2%).
- No response - **0** (0.0%).



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

- Yes - **13** (54.2%).
- No - **9** (37.5%).
- Do not wish to disclose - **1** (4.2%).
- No response - **1** (4.2%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **19** (79.2%).
- Tower House, Chudleigh - **5** (20.8%).
- No response - **0** (0.0%).

