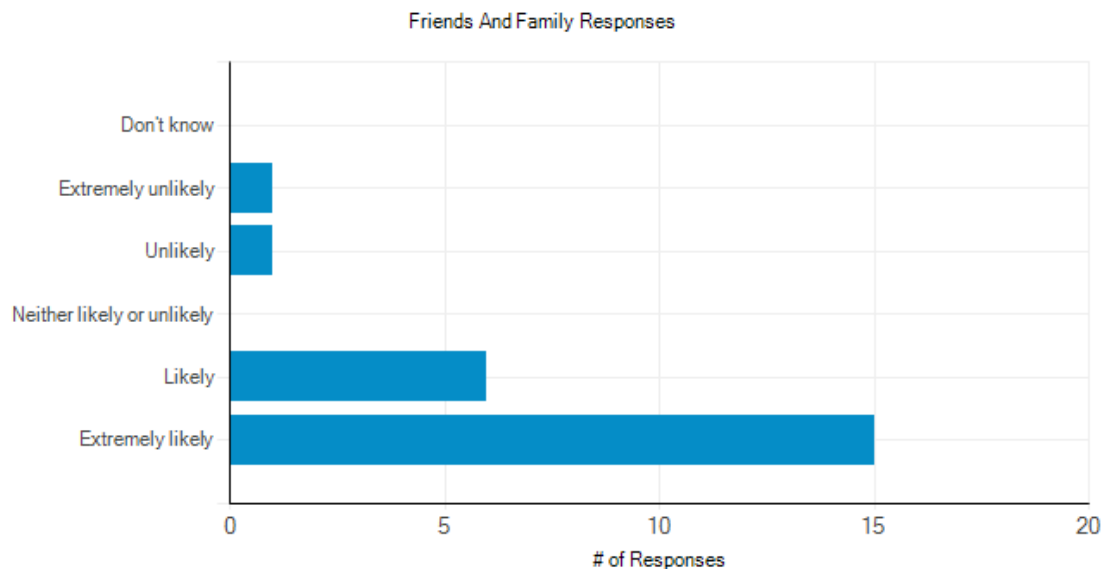


Friends and Family Test Results – May 2017
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Service is good. Confidence in GPs varies.

Response #2:

All GP's very kind and excellent nurses.

Response #3:

Very good service, very good Doctors and receptionists.

Response #4:

Very caring and supportive GP.

Response #5:

Difficult to get appointments.

Response #6:

Friendliness.

Response #7:

General good service standards.

Response #8:

The nurses are very friendly and efficient. Dr Ward always has time to listen to you.

Response #9:

Friendly, helpful.

Response #10:

I was extremely concerned as I had been diagnosed with a heart condition the previous day at A&E. The GP was informative, kind, caring and put my mind at rest. A positive experience.

Response #11:

Quick appointment, friendly advice and good help

Response #12:

Friendly and helpful

Response #13:

Friendly and thoughtful

Response #14:

At a diabetic review I'm always quite nervous. Nurse was so helpful. I felt reassured, able to listen and absorb. Engaged me in all results. Very worth while.

Response #15:

Happy with practice.

Response #16:

When you can get an appointment to see a GP, you are looked after quite well.

Response #17:

Everyone is always helpful and pleasant.

Response #18:

Always feel like I am listened to, taken seriously and understood.

Response #19:

In spite of the tremendous pressure of your work at the moment, we have no complaints about the service you provide.

Response #20:

Very friendly receptionists and caring support from medical team.

Response #21:

Difficulty, or impossibility of getting an appointment with doctor of choice within a week.

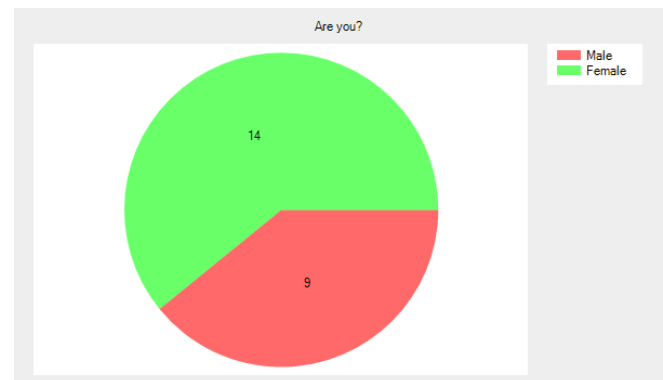
Response #22:

Too many choices.

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

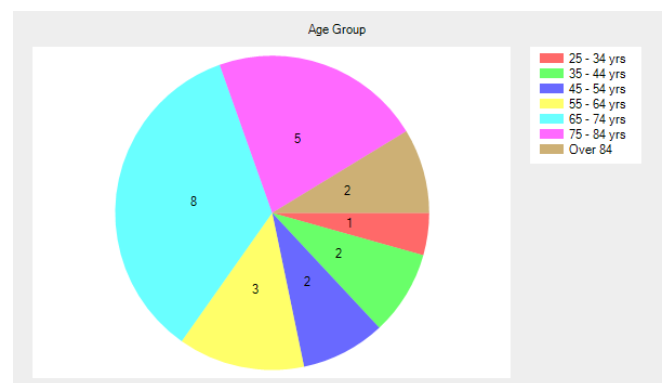
Are you?

- Male - **9** (39.1%).
- Female - **14** (60.9%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



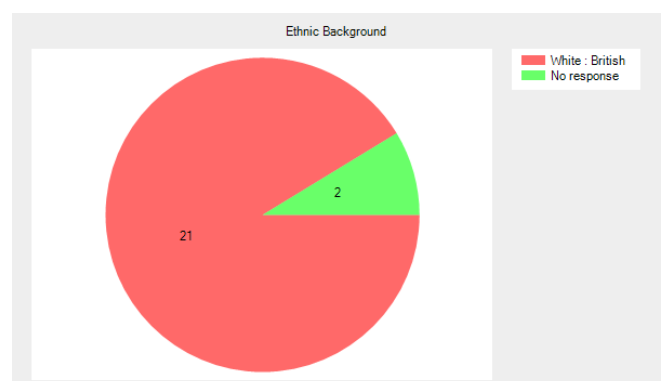
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **1** (4.3%).
- 35 - 44 yrs - **2** (8.7%).
- 45 - 54 yrs - **2** (8.7%).
- 55 - 64 yrs - **3** (13.0%).
- 65 - 74 yrs - **8** (34.8%).
- 75 - 84 yrs - **5** (21.7%).
- Over 84 - **2** (8.7%).
- No response - **0** (0.0%).



Ethnic Background

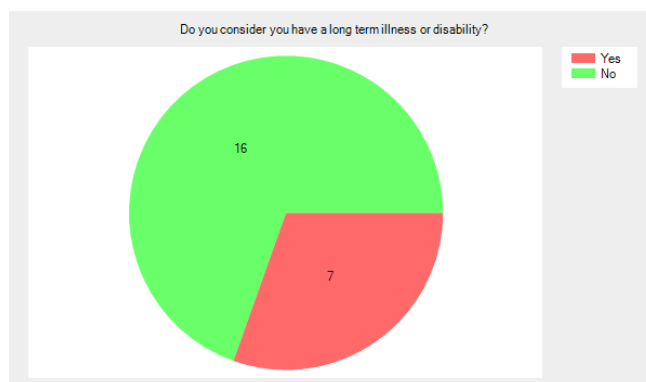
- White : British - **21** (91.3%).
- White : Irish - **0** (0.0%).
- Mixed : White & Black Caribbean - **0** (0.0%).
- Mixed : White & Black African - **0** (0.0%).
- Mixed : White & Asian - **0** (0.0%).
- Asian or British Asian : Indian - **0** (0.0%).
- Asian or British Asian : Pakistani - **0** (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 - **2** (8.7%).

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

- Yes - **7** (30.4%).
- No - **16** (69.6%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **18** (78.3%).
- Tower House, Chudleigh - **5** (21.7%).
- No response - **0** (0.0%).

