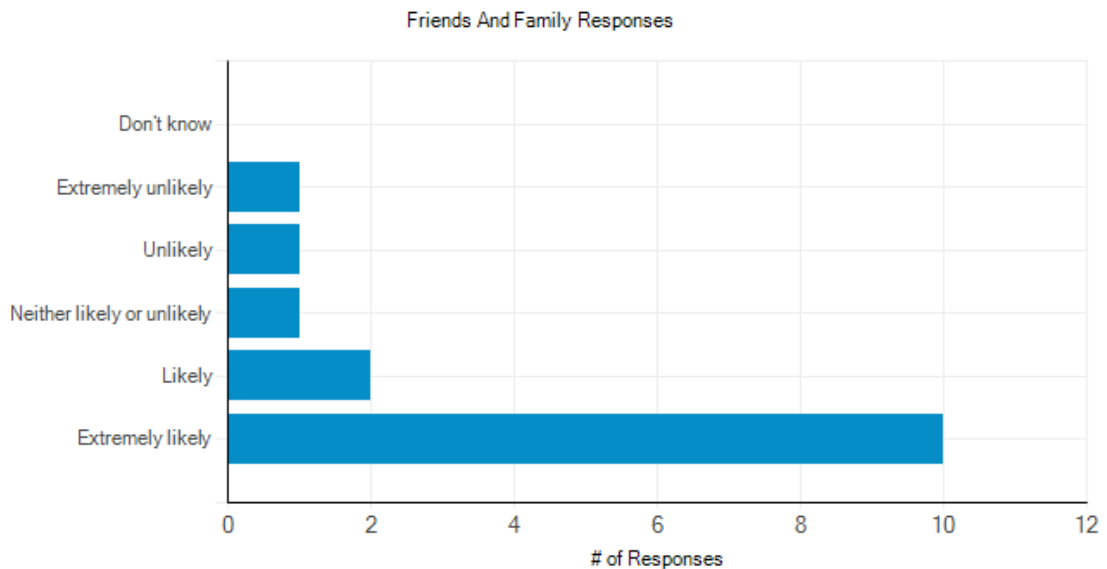


Friends and Family Test Results – December 2017
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

I have always been able to get an appropriate appointment within the timescales I have requested. All members of staff, receptionists and medical staff are always polite and they listen and I have never felt rushed.

Response #2:

Would be higher if it was possible to get appointments easier.

Response #3:

Standard service, however for my most recent appointment I had to wait 35 minutes. Very poor, however the reception staff has greatly improved over the years I have been there. In the last year or so there has been a great improvement and most of them are very friendly.

Response #4:

I truly believe that your GP's care and that is wonderful

Response #5:

Doctors and staff are always helpful.

Response #6:

Friendly Reception Staff

Response #7:

Since my diagnosis in March this year I have received fantastic service and response time for any issue I have had. One on the same day! Some issues are clearly linked but others not, I know how busy the surgery is and I wouldn't waste time. Just this week I was called because my blood test was due, so easy to miss when you work full time. I cannot thank the team enough.

Response #8:

I had a blood test today and fortunately I was not bruised. However, I was kept waiting for 40 minutes, there were no apologies and no friendly chit-chat. Overall, not a positive experience. Normally I have a positive experience.

Response #9:

Blood Test on Wednesday, GP reviewed the following day. Superb service :-)

Response #10:

Well organised and friendly staff.

Response #11:

Service from the reception is outstanding. I like the fact some staff are dual trained - like one day reception the next taking blood. Very fortunate to have such a good range of Doctors bringing their expertise. Tower House, and the likes of Dr Oxenham, have kept me going.

Response #12:

Very Pleased to see improved waiting room lighting ! :-) Nurse was very friendly & gave helpful advice in a positive manner. Reception staff are nice.

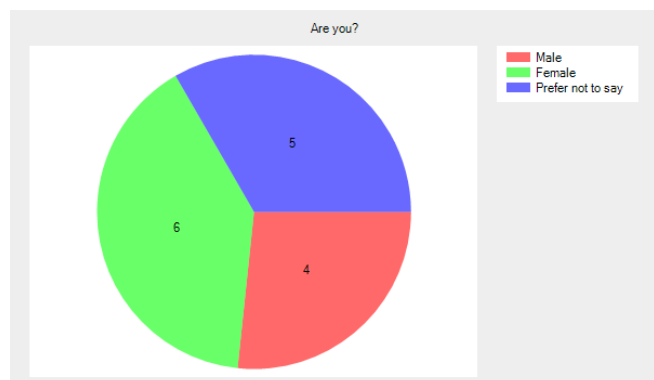
Response #13:

Would like to see a recycling service for old hearing aid batteries.

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

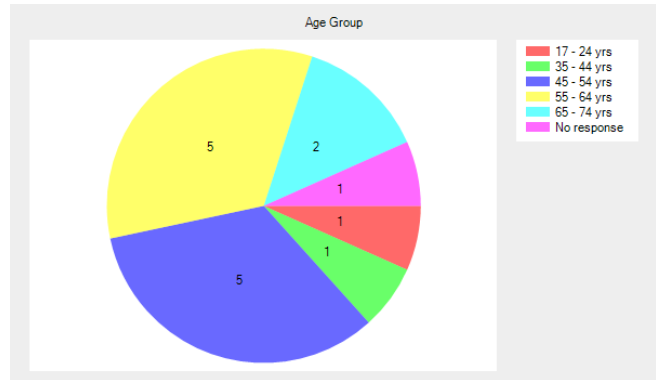
Are you?

- Male - 4 (26.7%).
- Female - 6 (40.0%).
- Prefer not to say - 5 (33.3%).
- No response - 0 (0.0%).



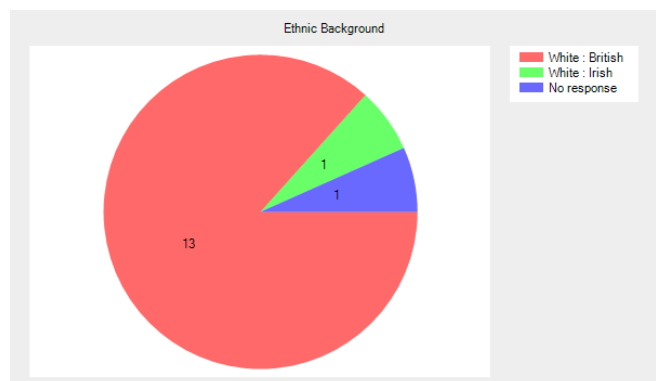
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **1** (6.7%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **1** (6.7%).
- 45 - 54 yrs - **5** (33.3%).
- 55 - 64 yrs - **5** (33.3%).
- 65 - 74 yrs - **2** (13.3%).
- 75 - 84 yrs - **0** (0.0%).
- Over 84 - **0** (0.0%).
- No response - **1** (6.7%).



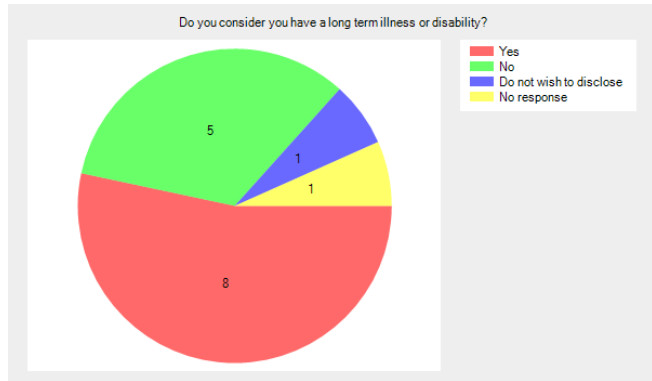
Ethnic Background

- White : British - **13** (86.7%).
- White : Irish - **1** (6.7%).
- 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** (6.7%).



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

- Yes - **8** (53.3%).
- No - **5** (33.3%).
- Do not wish to disclose - **1** (6.7%).
- No response - **1** (6.7%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **8** (53.3%).
- Tower House, Chudleigh - **7** (46.7%).
- No response - **0** (0.0%).

