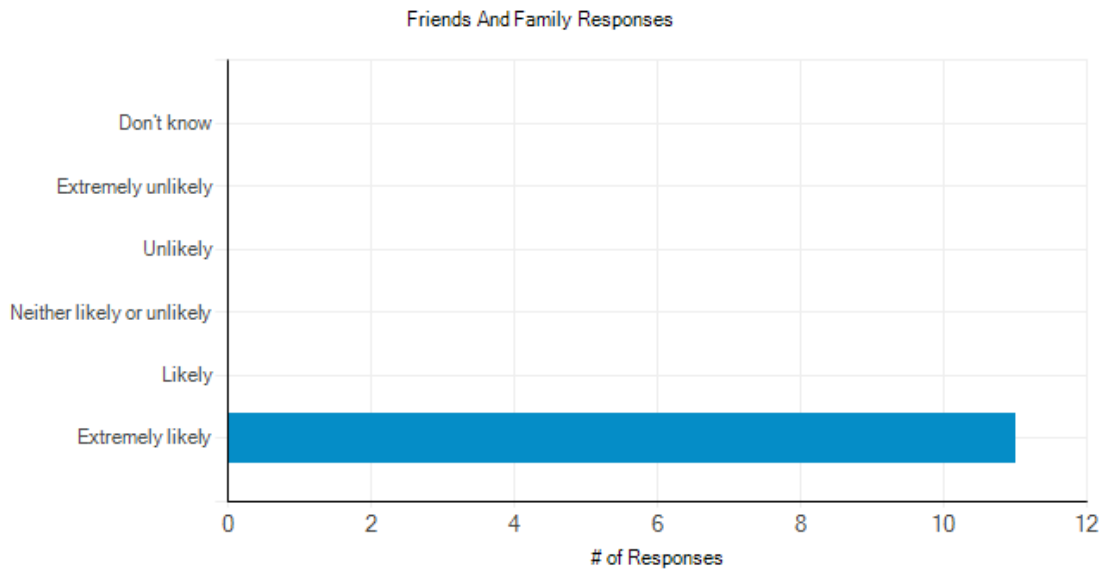


Friends and Family Test Results – July 2018
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Thank you Dr Thompson - compassionate and reassuring manner.

Response #2:

Always very helpful staff and GP's have been really good and do what they say they will, such as, write to Torbay Hospital to speed up an appointment for me.

Response #3:

Following visit to cardiologist lots of changes to medication. All dealt with smoothly and accurately. Make me feel really confident at quite an anxious time. Person who answers always listens really carefully and makes sure all is understood. Never feel pressured. Quite amazing thinking how many different types of calls must come in each day.

Response #4:

Easy to book online.

Response #5:

Recent blood test by Rachael in presence of student - No bruise, WOW!

Response #6:

Very happy with the diagnosis, care and treatment I have always received at Riverside Surgery. Only downsides are the obvious ones of trying to see your doctor in less than three months if it is non-urgent. Plus a lack of follow up care. However I realise this is more an NHS problem than our surgery.

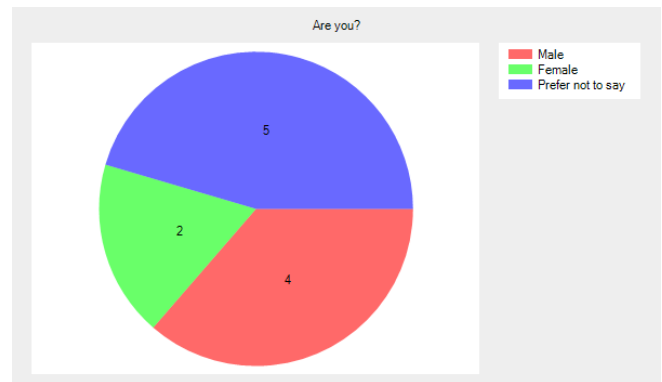
Response #11:

Have had nothing but first class treatment and experience at every level from reception to doctor.

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

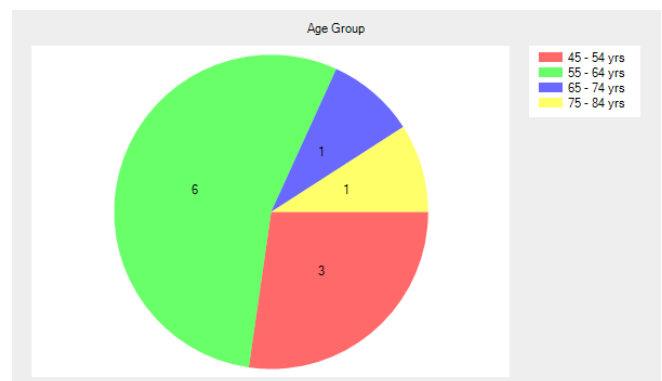
Are you?

- Male - **4** (36.4%).
- Female - **2** (18.2%).
- Prefer not to say - **5** (45.5%).
- No response - **0** (0.0%).



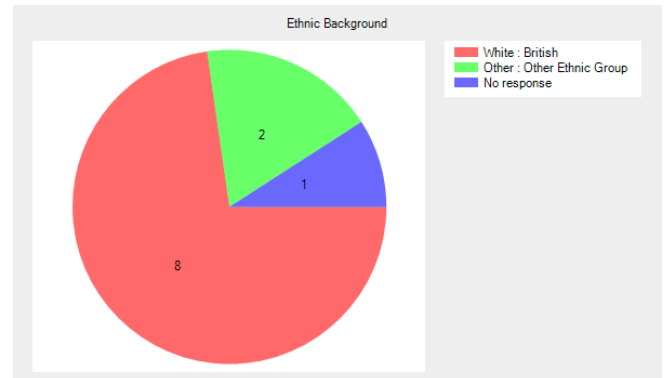
Age Group

- 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 - **3** (27.3%).
- 55 - 64 yrs - **6** (54.5%).
- 65 - 74 yrs - **1** (9.1%).
- 75 - 84 yrs - **1** (9.1%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



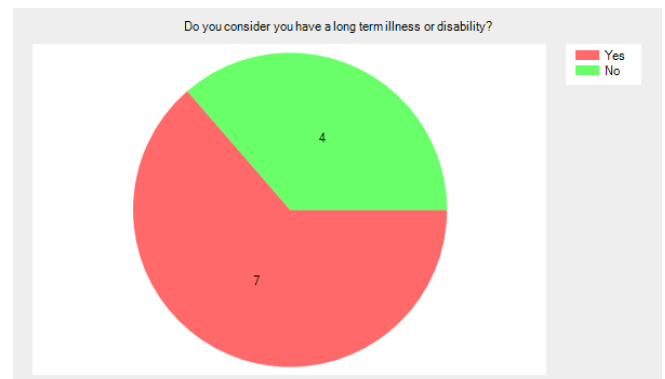
Ethnic Background

- White : British - **8** (72.7%).
- 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 - **2** (18.2%).
- No response - **1** (9.1%).



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

- Yes - **7** (63.6%).
- No - **4** (36.4%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **4** (36.4%).
- Tower House, Chudleigh - **7** (63.6%).
- No response - **0** (0.0%).

