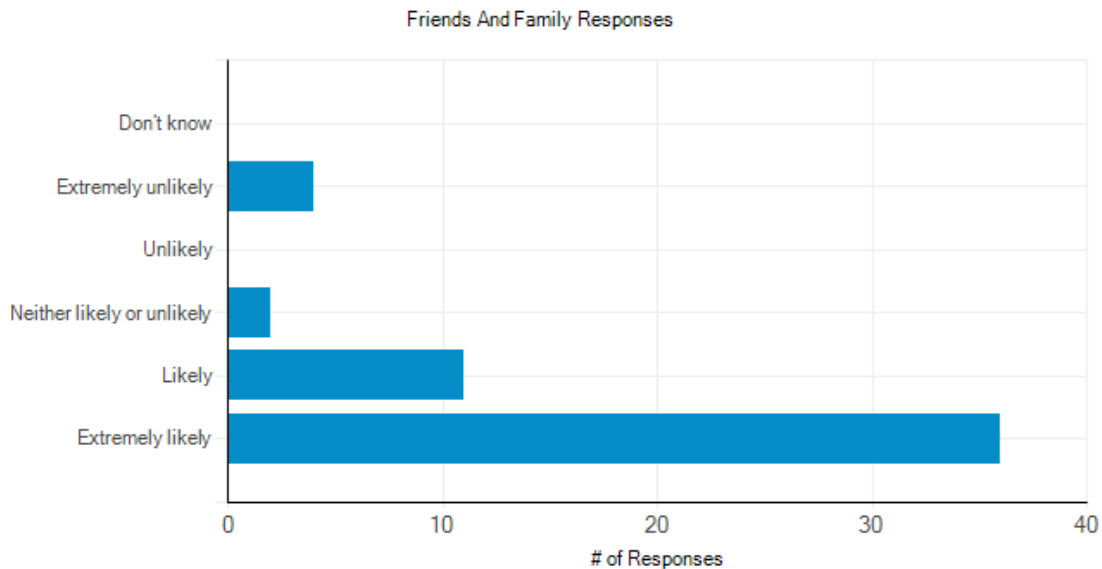


Friends and Family Test Results – December 2015
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

As ever excellent service and care. Today I saw practice sister for blood tests and flu vaccine

Response #2:

Very good care by the GP. I had not previously met. Quick grasp of potential DVT and despite my having strong antibiotics 24hrs earlier on a Sunday from Dr on call at Newton Abbot Hospital. Excellent approach, thoughtful and reassuring.

Response #3:

I have always been very pleased with the practice

Response #4:

Extremely good service at all times

Response #5:

The treatment I receive from everybody at Riverside is first class

Response #6:

All staff go out of their way to make stressful and difficult situations for patients as easy to handle as possible. Their dedication means the level of care is exceptional.

Response #7:

Process of seeing doctor. Telephone consultation waited a long time however once I spoke to the doctor they were extremely efficient and quick further action

Response #8:

Very happy with current doctors. Only other difficulty can be between doctors and pharmacy regarding prescriptions.

Response #9:

Over the years I have been 95% satisfied with the service I have received from the surgery.

Response #10:

Practice always friendly and efficient.

Response #11:

Quick and efficient. Always caring and personal service.

Response #12:

Top class and generally get appointments with no problem. Reception staff are very polite and caring.

Response #13:

Quick, efficient service.

Response #14:

Helpful and friendly.

Response #15:

Doctors are excellent at this surgery. Reception staff are very responsive, very caring and understanding.

Response #16:

Good attentive staff and doctors. Sometimes difficult to get a fairly quick appointment but overall I am very happy with the practice.

Response #17:

More than happy with all the services provided.

Response #18:

My husband and I have found the staff and both doctors most helpful. They are always there when we have needed them.

Response #19:

Staff are friendly and helpful but sometimes too keen to take a telephone appointment. People like my mum are too worried about being a burden to push for a proper appointment.

Response #20:

Poor communication. Wasn't notified when flu jabs were available despite being high risk and needing one. Unless you call into the practice you don't know what is happening e.g. weekend appointments etc. Have to have telephone appointment first and ALWAYS end up needing a face to face appointment as I

have complex needs. Why can't I just book a face to face straight off? Surely wastes time and money insisting ins telephone one first.

Response #21:

Do not discuss private matters.

Response #22:

No comment on private matters.

Response #23:

Receptionists, though busy, are helpful and polite. A doctor recently was very quick and accurate in diagnosis.

Response #24:

Always receive courteous attention and can usually speak to a doctor on the telephone for reassurance and get an appointment if necessary. The nurses and care assistants are very good also.

Response #25:

Went to a male doctor with female problem as thought he was a good doctor. He never offered to examine me. I wish he had been honest and said I don't do ladies - it took me ages to find a lady doctor that was any good for these things.

Response #26:

Not enough help for women and their private parts.

Response #27:

Have found all doctors extremely professional with Dr Maybin exceptional. His diagnosis and his time and care for my son was very appreciated.

Response #28:

Had to wait three weeks+ for an injection whilst pain level has been very high. I hate to think how other "processes" impact patients.

Response #29:

Pleasant and efficient atmosphere.

Response #30:

Depends which GP has an interest in similar "complaint".

Response #31:

Very friendly and helpful staff. Brilliant doctors and nurse.

Response #32:

Dr Mills listened to me.

Response #33:

Long wait for an appointment.

Response #34:

Dr Mills is very good and efficient! Listened to what I wanted.

Response #35:

Friendly efficiency

Response #36:

Some problems with referrals.

Response #37:

Apart from getting an appointment or phone consultation both of which are usually full - very good care.

Response #38:

Everyone seems to do their best and generally runs smoothly.

Response #39:

Always had v. good service.

Response #40:

The nurses are courteous and helpful. Hardly ever see a doctor.

Response #41:

I have been well looked after but I am concerned about waiting times.

Response #42:

I have found the doctors I have dealt with professional, efficient and friendly. When I have had an emergency the response has been quick. However I am concerned that waiting times are being extended.

Response #43:

Very satisfied treatment and care I receive.

Response #44:

Very comfortable surgery and excellent, professional staff, doctors and caring staff.

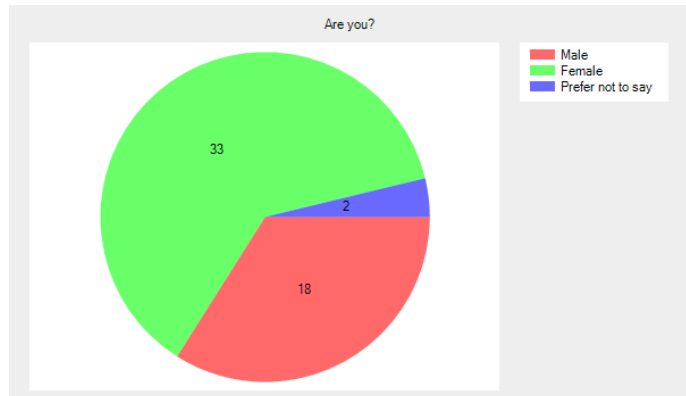
Response #45:

Very comfortable surgery and excellent, professional staff, doctors and caring staff.

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

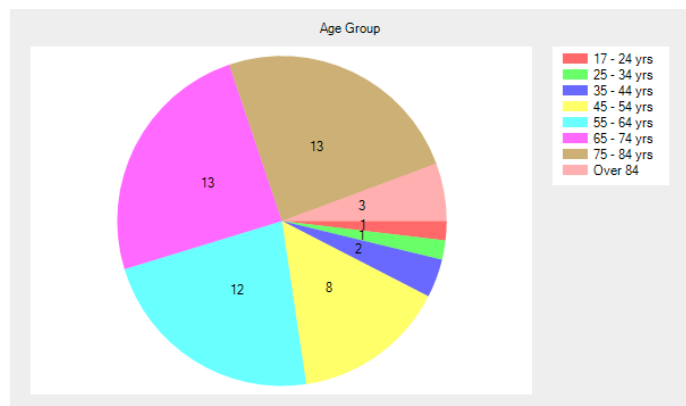
Are you?

- Male - **18** (34.0%).
- Female - **33** (62.3%).
- Prefer not to say - **2** (3.8%).
- No response - **0** (0.0%).



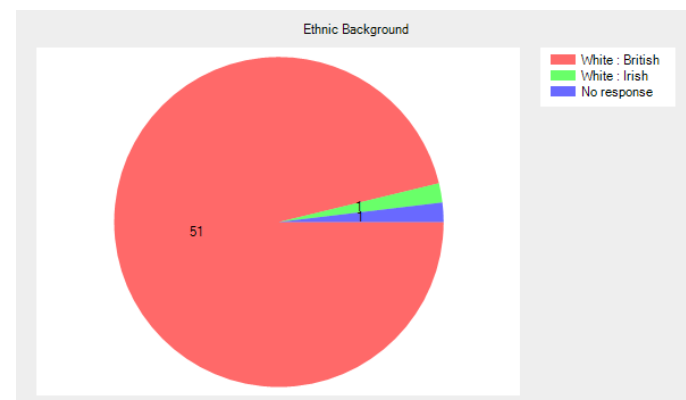
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **1** (1.9%).
- 25 - 34 yrs - **1** (1.9%).
- 35 - 44 yrs - **2** (3.8%).
- 45 - 54 yrs - **8** (15.1%).
- 55 - 64 yrs - **12** (22.6%).
- 65 - 74 yrs - **13** (24.5%).
- 75 - 84 yrs - **13** (24.5%).
- Over 84 - **3** (5.7%).
- No response - **0** (0.0%).



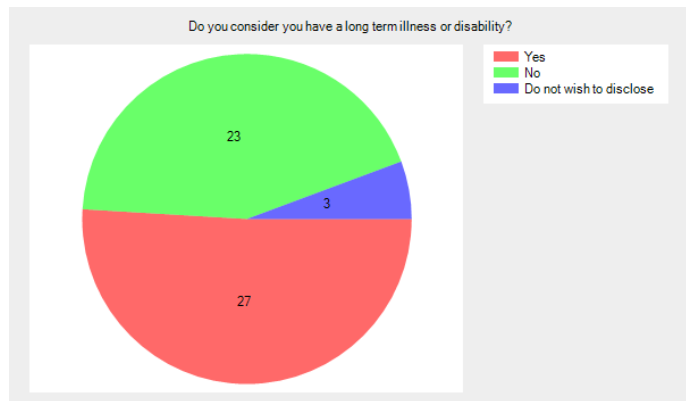
Ethnic Background

- White : British - **51** (96.2%).
- White : Irish - **1** (1.9%).
- 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** (1.9%).



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

- Yes - **27** (50.9%).
- No - **23** (43.4%).
- Do not wish to disclose - **3** (5.7%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **36** (67.9%).
- Tower House, Chudleigh - **17** (32.1%).
- No response - **0** (0.0%).

