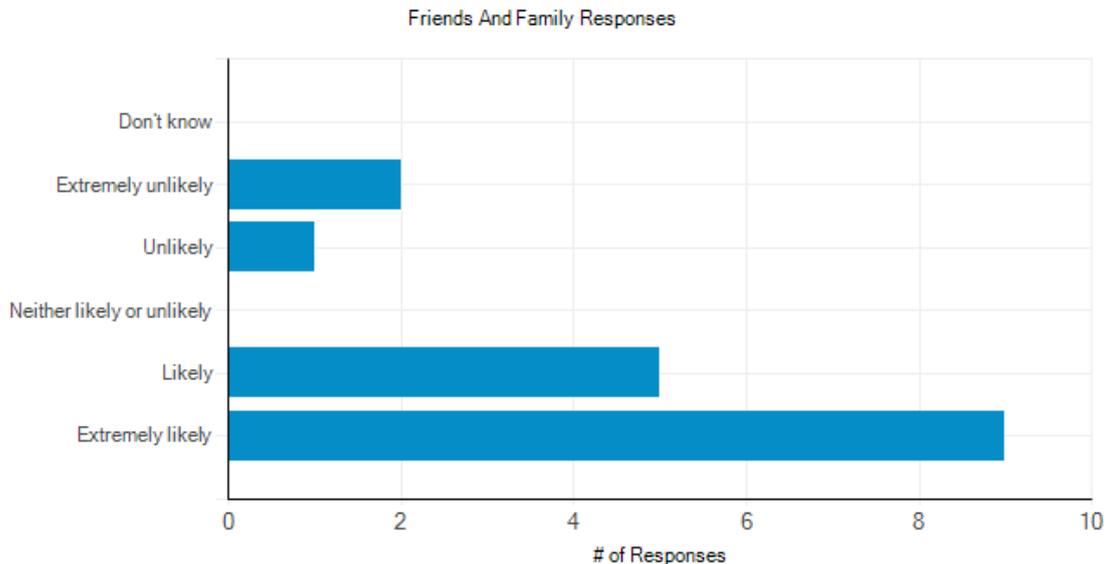


Friends and Family Test Results – October 2017
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Helpful and lovely, but sometimes it takes a long time to get appointments.

Response #2:

No major concerns with the practice or attention received. I have dealt with a couple of GP's who I felt were not bothered with me, but my usual GP is brilliant.

Response #3:

Your Electronic System is not patient friendly and communications are difficult to make with your reception at Tower House, Chudleigh.

Response #4:

The surgery is always very helpful.

Response #5:

My wife and I think you are brilliant - very efficient and friendly. What more could you ask for!?

Response #6:

Professional, helpful, friendly and allowed me to say all I needed to.

Response #7:

Although it is theoretically possible to obtain a same-day appointment, I have never been lucky enough to get one, apart from several home visits, almost all of which have resulted in immediate

hospitalization. I was passed as in reasonable health in a COPD check, yet was in hospital 24 hours later with pneumonia. My latest efforts to obtain an antibiotic to help a bad chest infection resulted in a 36 hour delay, although I have been prescribed the same medication many times in the past (and getting a 'rescue pack' is like pulling hens' teeth). By the time one is able to get a telephone appointment - generally some 10 days hence - one is either better or dead, though I suppose this does cut down on 'real' consultations. Although the receptionists are friendly and helpful, they are not doctors and should not really be used to triage patients, especially those with poor communication skills.

Response #8:

Problem dealt with quickly and in a professional manner

Response #9:

Quick, efficient, polite and helpful.

Response #10:

Good care.

Response #11:

I have always been dealt with professionally and felt the Doctors and nurses have my best interests at heart.

Response #12:

I recently came to see a Dr regarding pain I was having following a gall bladder removal. I was told not to worry. I have since been re-admitted to have residual stones removed. I was repeatedly misdiagnosed and told to continue taking medication which was actually having no effect.

Response #13:

All doctors, practice nursing team, medical reception team and community nursing team, work very, very hard. Well done all.

Response #14:

Greeted with a smile and staff are very helpful.

Response #15:

Efficient staff, great doctor.

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

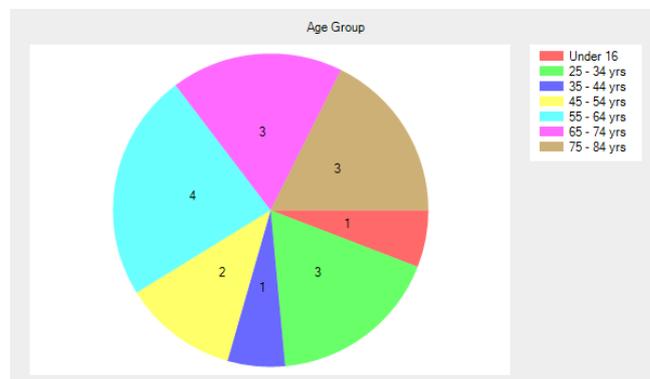
Are you?

- Male - **7** (41.2%).
- Female - **8** (47.1%).
- Prefer not to say - **2** (11.8%).
- No response - **0** (0.0%).



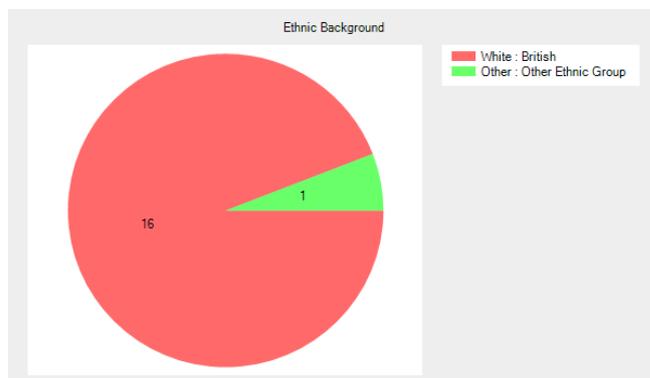
Age Group

- Under 16 - **1** (5.9%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **3** (17.6%).
- 35 - 44 yrs - **1** (5.9%).
- 45 - 54 yrs - **2** (11.8%).
- 55 - 64 yrs - **4** (23.5%).
- 65 - 74 yrs - **3** (17.6%).
- 75 - 84 yrs - **3** (17.6%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).

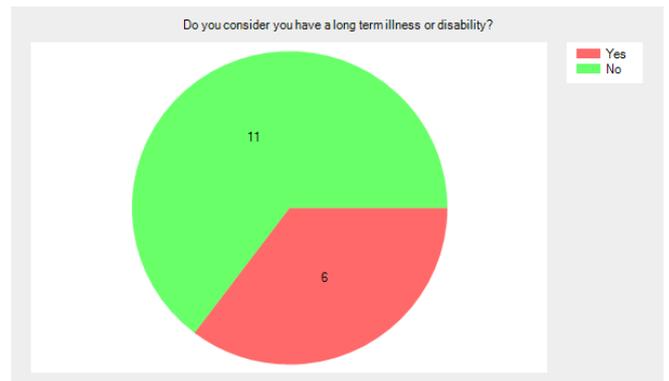


Ethnic Background

- White : British - **16** (94.1%).
- 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 - **1** (5.9%).
- No response - **0** (0.0%).



- Do you consider you have a long term illness or disability?
- Yes - **6** (35.3%).
- No - **11** (64.7%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **11** (64.7%).
- Tower House, Chudleigh - **6** (35.3%).
- No response - **0** (0.0%).

