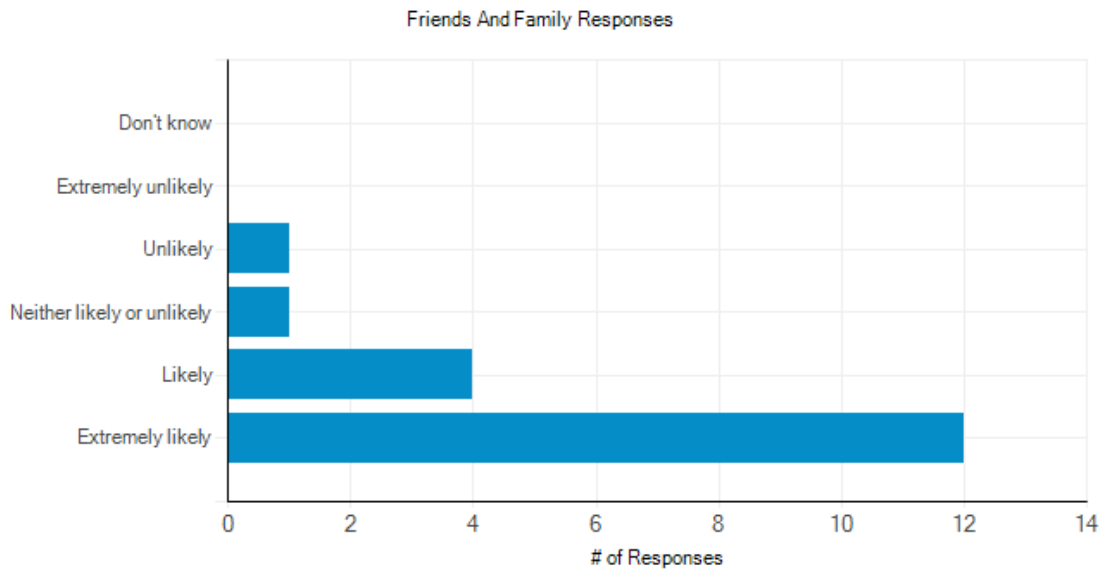


Friends and Family Test Results – March 2017 The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

I phoned the (Monday) surgery this morning and was given a telephone appointment with Dr Thomas who I spoke to this afternoon. I later saw him at the surgery. He dealt with my medical condition promptly and put me at ease. I was not expecting to be seen on the same day. Thank you Dr Thomas so much for the time and trouble you took. This meant that I had the medication to deal with problem quickly preventing it from becoming worse. I am grateful for the diligence and care you took.

Response #2:

We have always been very happy with this surgery.

Response #3:

We found them friendly and helpful.

Response #4:

Too long time to see a Dr, also too long time for a phone call.

Response #5:

Reliable.

Response #6:

No complaints at all, first class surgery.

Response #7:

Ordering repeat meds can be a bit problematic even via online system.

Response #8:

Usually satisfied, but quite difficult in seeing own doctor, most appointments 2 1/2 to 3 weeks ahead.

Response #9:

Always very helpful and friendly.

Response #10:

kind, caring and helpful staff.

Response #11:

I usually wait to see my choice of Doctor: Dr Maybin. Sometimes unlucky if my need is urgent, my care to date however has been without fault.

Response #12:

Today one of the receptionists was blunt, and appeared unfriendly - this is not the usual response at this surgery

Response #13:

Always prompt appointments/consultations. Staff are helpful and happy

Response #14:

Reception and Doctors always helpful and professional.

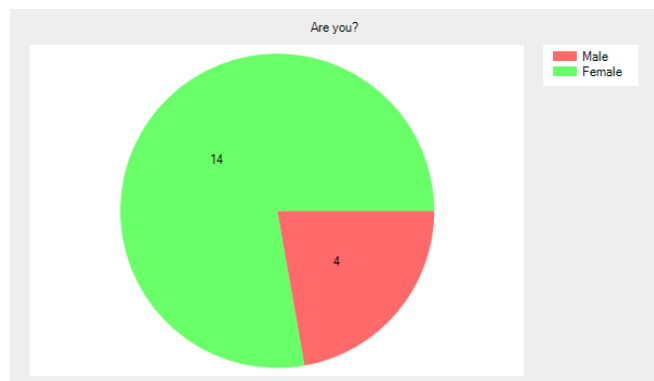
Response #15:

GP really listened to my problem and offered helpful solutions, also provided with a follow up appointment which I did not expect but appreciated their concern.

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

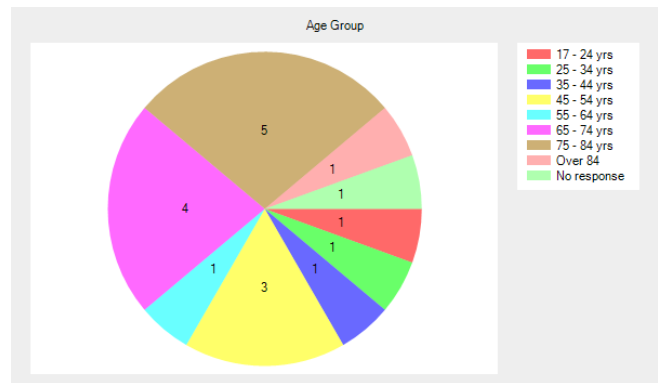
Are you?

- Male - 4 (22.2%).
- Female - 14 (77.8%).
- Prefer not to say - 0 (0.0%).
- No response - 0 (0.0%).



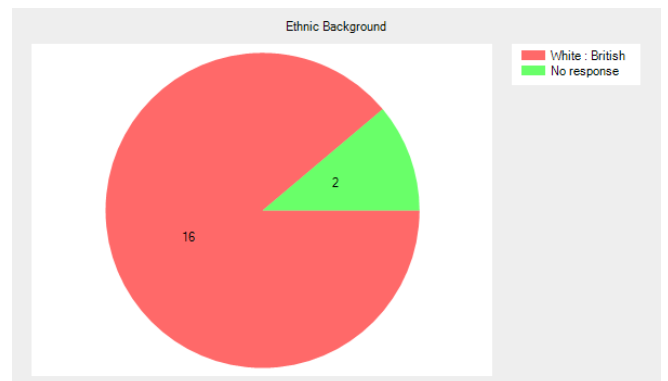
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **1** (5.6%).
- 25 - 34 yrs - **1** (5.6%).
- 35 - 44 yrs - **1** (5.6%).
- 45 - 54 yrs - **3** (16.7%).
- 55 - 64 yrs - **1** (5.6%).
- 65 - 74 yrs - **4** (22.2%).
- 75 - 84 yrs - **5** (27.8%).
- Over 84 - **1** (5.6%).
- No response - **1** (5.6%).



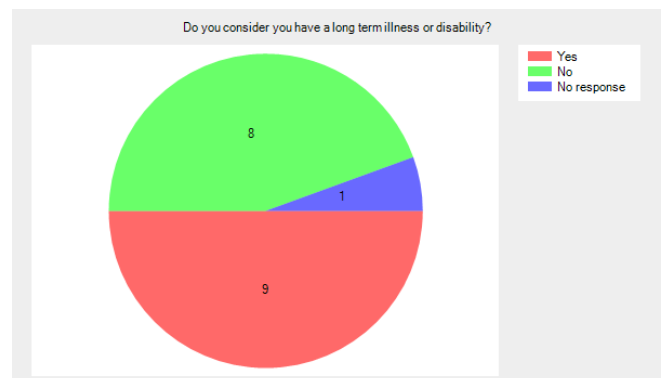
Ethnic Background

- White : British - **16** (88.9%).
- 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** (11.1%).



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

- Yes - **9** (50.0%).
- No - **8** (44.4%).
- Do not wish to disclose - **0** (0.0%).
- No response - **1** (5.6%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **16** (88.9%).
- Tower House, Chudleigh - **2** (11.1%).
- No response - **0** (0.0%).

