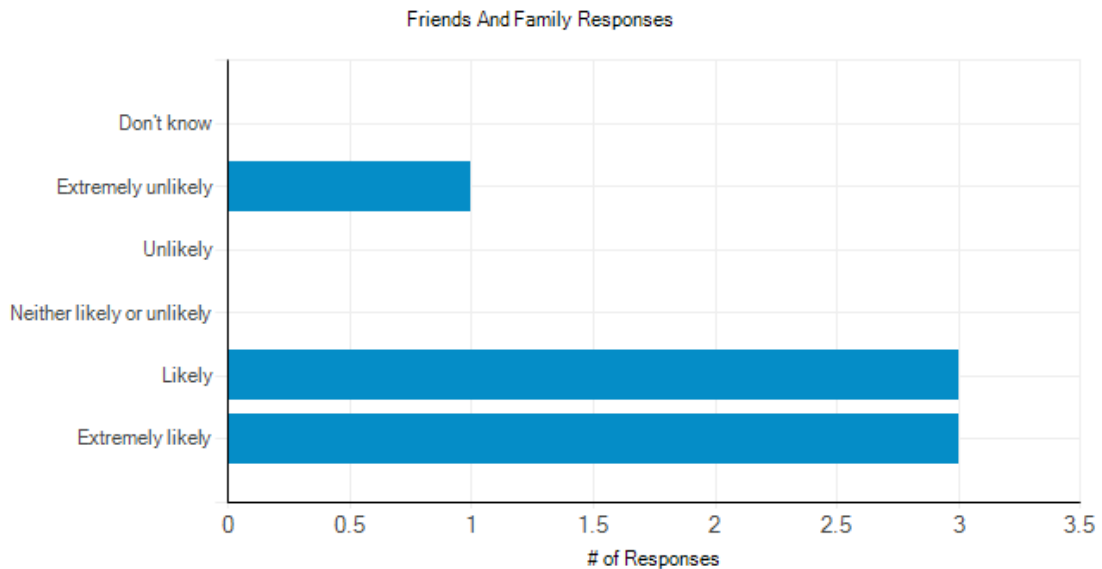


Friends and Family Test Results – January 2016
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Good service.

Response #2:

Although I would recommend a friend I am concerned of the waiting list to see a doctor.

Response #3:

Staff are always very professional, polite, respectful and helpful.

Response #4:

Pleases with outcome of visits.

Response #5:

It is possible to make an appointment fairly quickly and in an emergency immediately. Everyone is pleasant, caring and listens.

Response #6:

Everyone is very friendly and helpful. The GP's listen and are efficient. The appointment system though is a nightmare. You either have to book weeks in advance or sit on the phone at 8.30 hoping to get through. Then wait for hours for a doctor to return your call. It puts me off trying to see the doctor. On occasions I have waited an hour in the waiting room after my appointment time before being seen. On going to enquire if I had been forgotten I was told there had been an emergency. Would it be possible for someone from reception to pop into the waiting room and keep us informed?

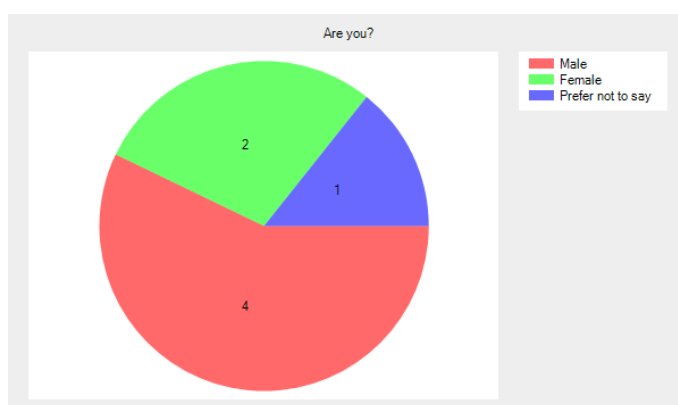
Response #7:

Insistence of EVERYTHING having to be preceded by a telephone consultation is HIGHLY frustrating. So I have to wait 4 day for a telephone consultation, then get told I need to come in after all (which I knew anyhow) but have to wait another week for an appointment. Wastes their time and means I am much iller by the time I get to see anyone. No wonder people go straight to A&E

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

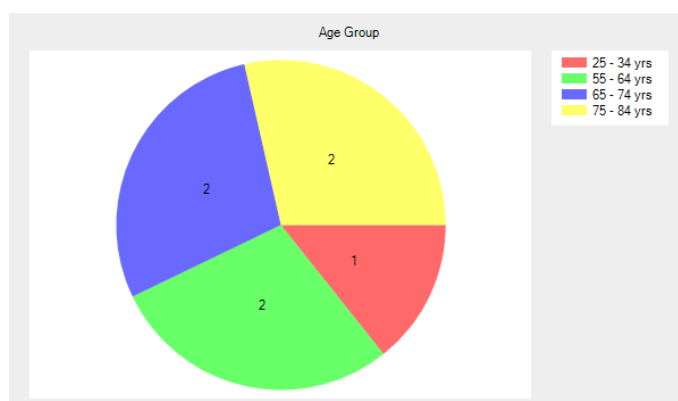
Are you?

- Male - 4 (57.1%).
- Female - 2 (28.6%).
- Prefer not to say - 1 (14.3%).
- No response - 0 (0.0%).



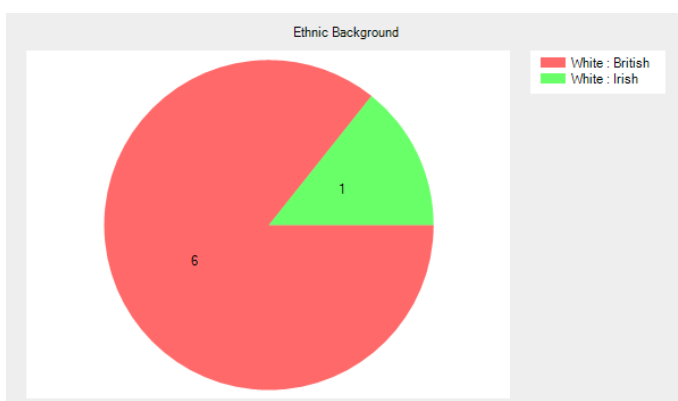
Age Group

- Under 16 - 0 (0.0%).
- 17 - 24 yrs - 0 (0.0%).
- 25 - 34 yrs - 1 (14.3%).
- 35 - 44 yrs - 0 (0.0%).
- 45 - 54 yrs - 0 (0.0%).
- 55 - 64 yrs - 2 (28.6%).
- 65 - 74 yrs - 2 (28.6%).
- 75 - 84 yrs - 2 (28.6%).
- Over 84 - 0 (0.0%).
- No response - 0 (0.0%).



Ethnic Background

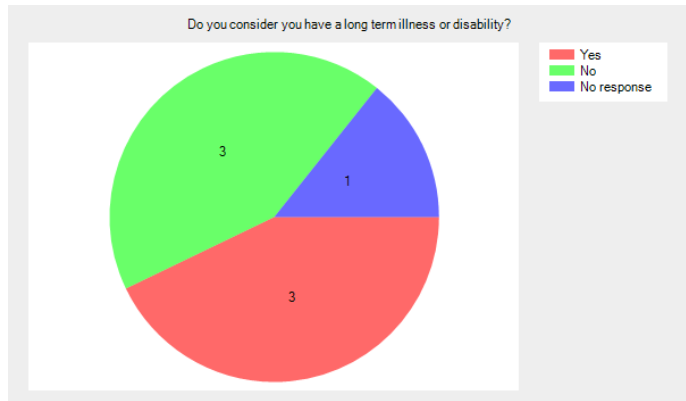
- White : British - 6 (85.7%).
- White : Irish - 1 (14.3%).
- Mixed : White & Black Caribbean - 0 (0.0%).
- Mixed : White & Black African - 0 (0.0%).
- Mixed : White & Asian - 0 (0.0%).
- Asian or British Asian : Indian - 0 (0.0%).
- Asian or British Asian : Pakistani - 0 (0.0%).
- Asian or British Asian : 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 - 0 (0.0%).

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

- Yes - 3 (42.9%).
- No - 3 (42.9%).
- Do not wish to disclose - 0 (0.0%).
- No response - 1 (14.3%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - 6 (85.7%).
- Tower House, Chudleigh - 1 (14.3%).
- No response - 0 (0.0%).

