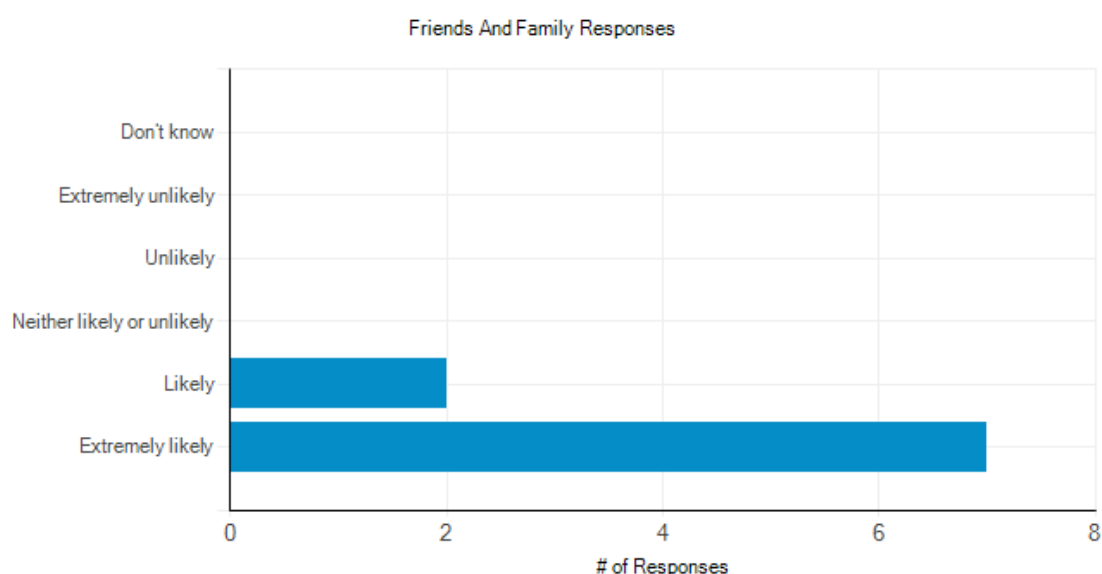


Friends and Family Test Results – October 2018 The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

It is relatively easy to get appointments quickly, even on the same day if necessary, the phones are answered quickly and compared to experiences of friends and family at other practices, I feel our practice is run well. When I have had problems the Practice Manager has dealt with them efficiently.

Response #2:

Just so helpful, pleasant and caring staff.

Response #3:

Flu Vaccine very well run especially handing out Devon Carer Leaflets.

Response #4:

I cannot fault the service offered .The effort to respond to the ever changing needs of the community is greatly appreciated.

Response #5:

The kind, caring, considerate advice and the feeling that I was not being rushed. Thorough investigations and management of my condition. Being made to feel that I mattered and was not 'just another patient'.

Response #6:

Received helpful advice re a visitor from Europe. Fantastic visit with friendly jovial Nurse. She

even noticed my tremor. Results were good too. Very thorough and professional annual review
So I couldn't have had a happier day – 5 stars!

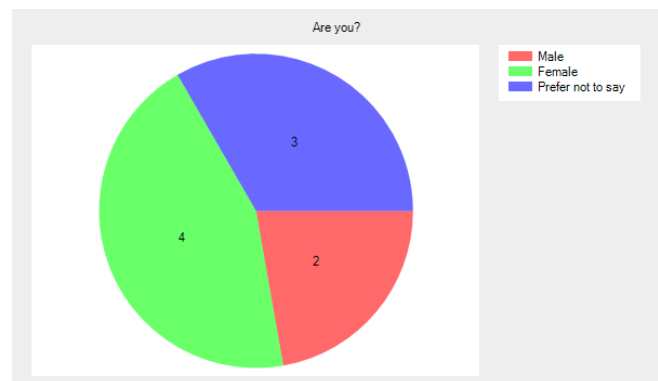
Response #7:

I have found the staff always helpful and friendly.

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

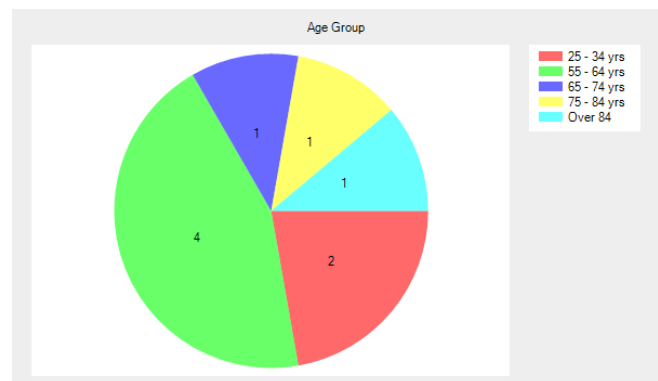
Are you?

- Male - **2** (22.2%).
- Female - **4** (44.4%).
- Prefer not to say - **3** (33.3%).
- No response - **0** (0.0%).



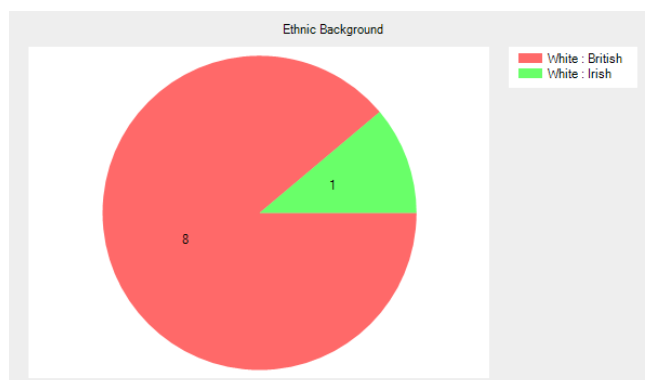
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **2** (22.2%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **0** (0.0%).
- 55 - 64 yrs - **4** (44.4%).
- 65 - 74 yrs - **1** (11.1%).
- 75 - 84 yrs - **1** (11.1%).
- Over 84 - **1** (11.1%).
- No response - **0** (0.0%).



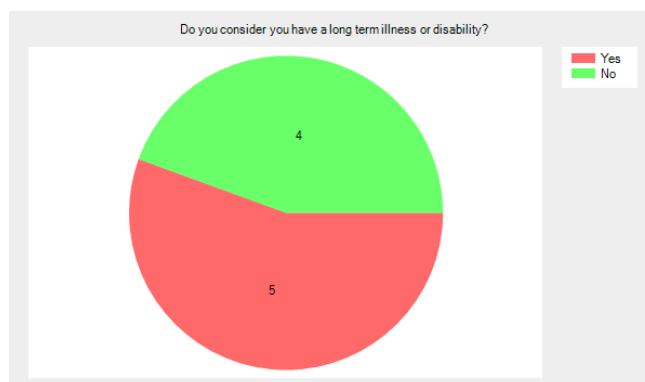
Ethnic Background

- White : British - **8** (88.9%).
- White : Irish - **1** (11.1%).
- 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 - **5** (55.6%).
- No - **4** (44.4%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **5** (55.6%).
- Tower House, Chudleigh - **4** (44.4%).
- No response - **0** (0.0%).

