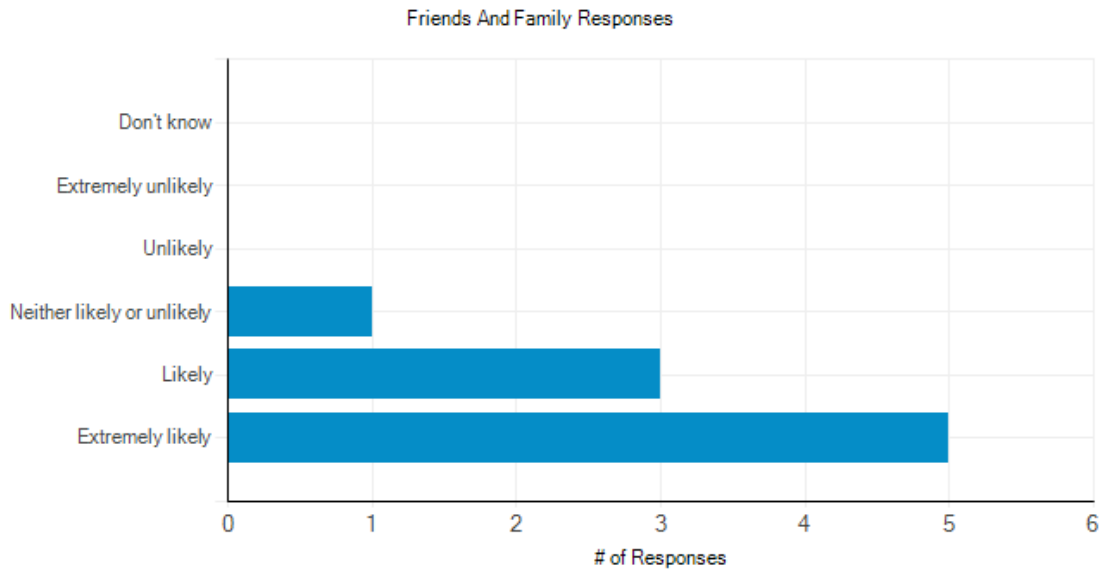


Friends and Family Test Results – March 2019 The Bovey Tracey and Chudleigh Practice



Comments

Response #1:

Dr Rolph is very good. He provided me with the phone number to contact the hospital regarding some scans I had. Many thanks.

Response #2:

Very professional and detailed

Response #3:

Most times the staff are helpful. Last week my son, a kidney patient, was in the surgery to follow up with a blood test recommended by his renal consultant. He asked the nurse if she could check his blood pressure. She said she had no time for that. We were disappointed with this response. It would be sensible in some cases to allow a few minutes.

Response #4:

Taken two weeks for an appointment. Was told by 111 to see a doctor, not the hospital, and have had to wait that long.

Response #5:

I have no family in Chudleigh apart from in laws who have lived there for many years. My friends are either from Chudleigh Knighton, Exeter area or from the North of England, therefore either come to Tower House or will only go there if on holiday down in Devon.

Response #6:

Have an appointment tomorrow (Monday) re speech. Very fast. Will let u know how it turns out
Many Thanks

Response #7:

What I would expect from this service

Response #8:

After a recent minor cancer diagnoses, every member of staff I have encountered has treated me with huge compassion and understanding. It has made my experience easier.

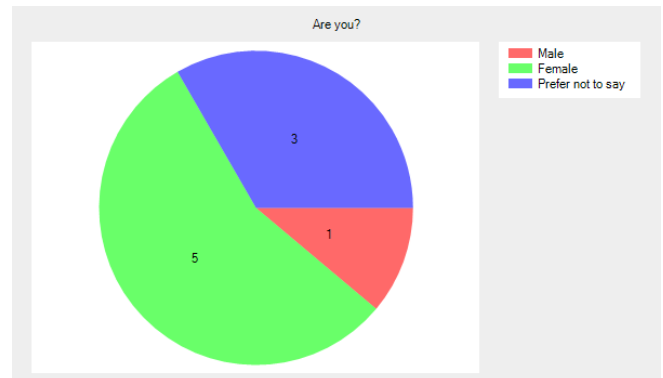
Response #9:

Really helpful and polite staff, make it easy to sort out any problems/health issues. I also have found the GP's, nurses etc very helpful and kind as never had done before in previous years (different location/surgery)

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

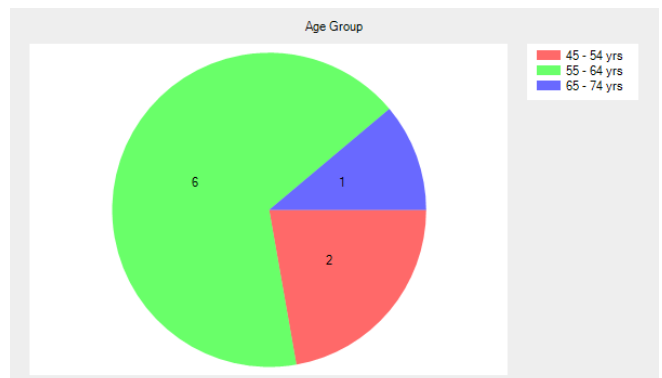
Are you?

- Male - 1 (11.1%).
- Female - 5 (55.6%).
- Prefer not to say - 3 (33.3%).
- No response - 0 (0.0%).



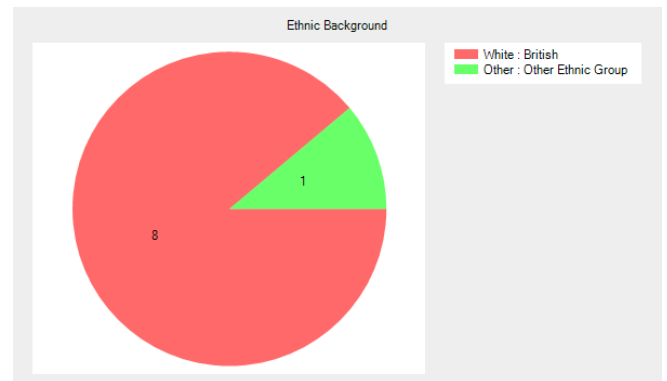
Age Group

- Under 16 - 0 (0.0%).
- 17 - 24 yrs - 0 (0.0%).
- 25 - 34 yrs - 0 (0.0%).
- 35 - 44 yrs - 0 (0.0%).
- 45 - 54 yrs - 2 (22.2%).
- 55 - 64 yrs - 6 (66.7%).
- 65 - 74 yrs - 1 (11.1%).
- 75 - 84 yrs - 0 (0.0%).
- Over 84 - 0 (0.0%).
- No response - 0 (0.0%).



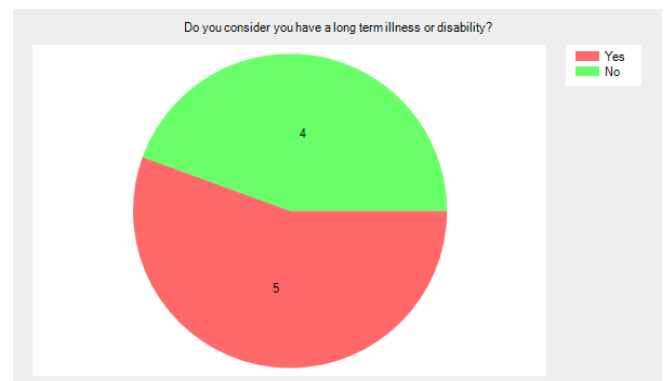
Ethnic Background

- White : British - **8** (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 - **1** (11.1%).
- 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 - **4** (44.4%).
- Tower House, Chudleigh - **5** (55.6%).
- No response - **0** (0.0%).

