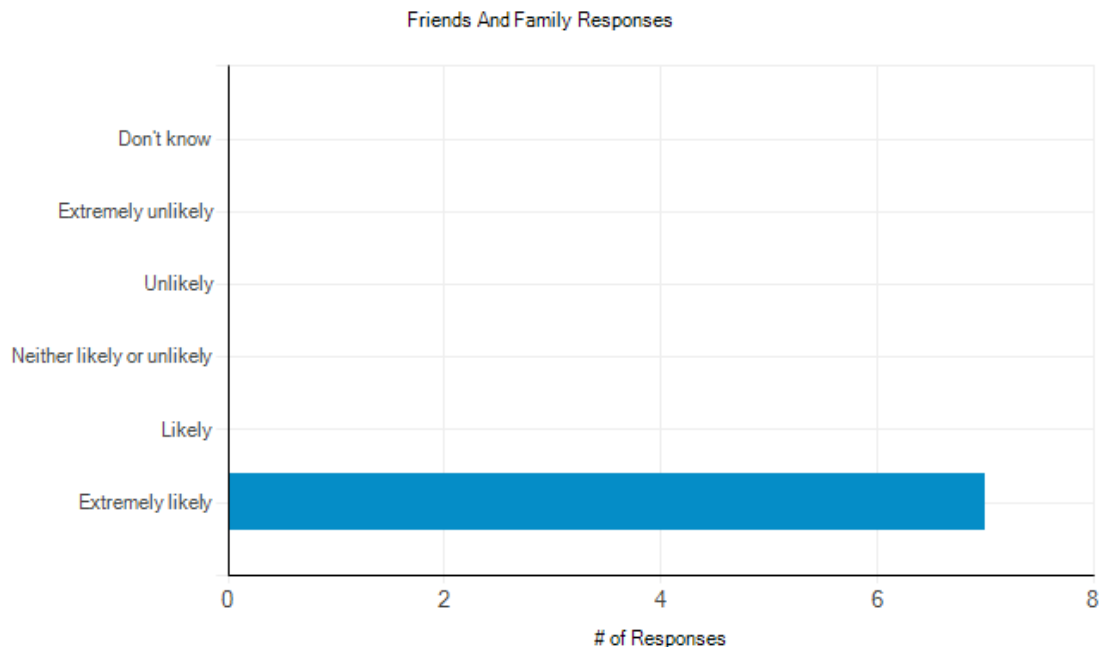


Friends and Family Test Results – July 2022
The Bovey Tracey and Chudleigh Practice



Comments

Response #1:

Very helpful and understanding

Response #2:

It's always a good service

Response #3:

Attended annual diabetes appointment with nurse. I liked getting a call asking me to book the appointment I would probably not get round to doing this, not a great fan of blood tests even for my own good. The standout thing of this appointment was the way I was listened to and how the dialogue of the appointment showed I had been listened to carefully. This is usually the case with the clinicians in this practice but nevertheless it's still outstanding. I left the appointment reassured, informed and even the blood test was over with quickly and painlessly. Desk staff at the front door, welcoming and friendly. Good to see good covid arrangements in the waiting room, it's not over yet. Thanks. I wanted to write because this appointment was valuable to me and my family. I felt looked after. Thank you.

Response #4:

Professional and caring. Proper NHS.

Response #5:

Prompt, efficient, empathetic, and reassuring actions from all staff, from front desk to doctor.

Response #6:

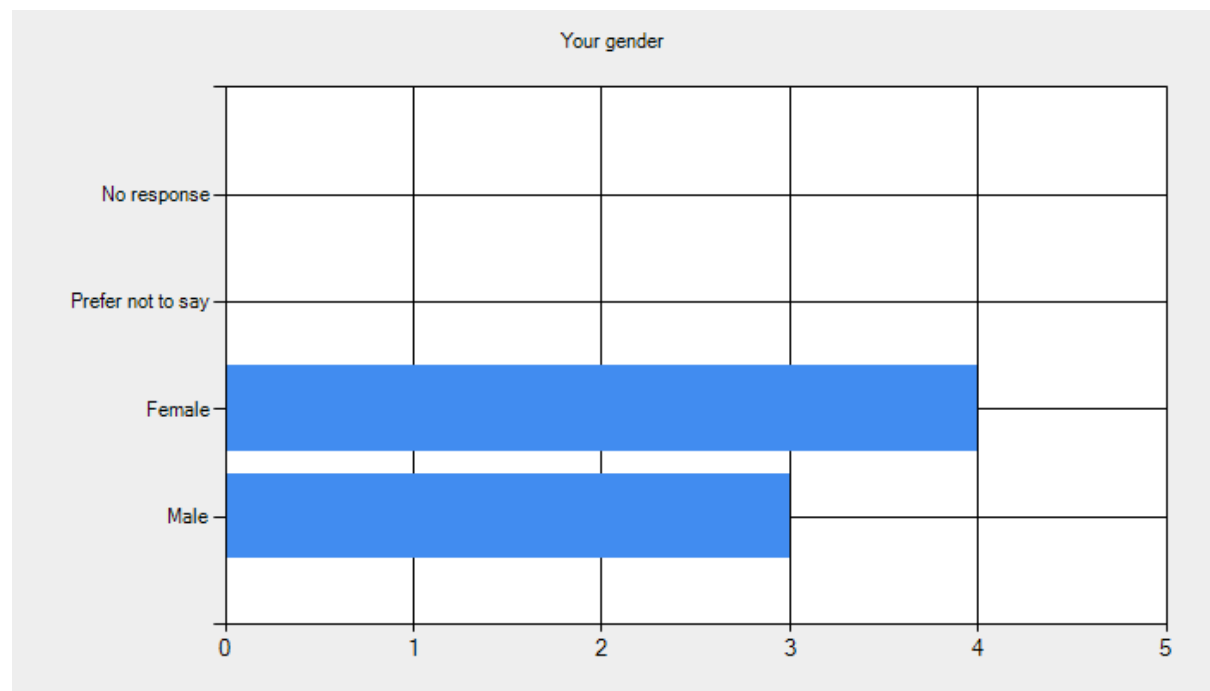
All ran smoothly.

Response #7:

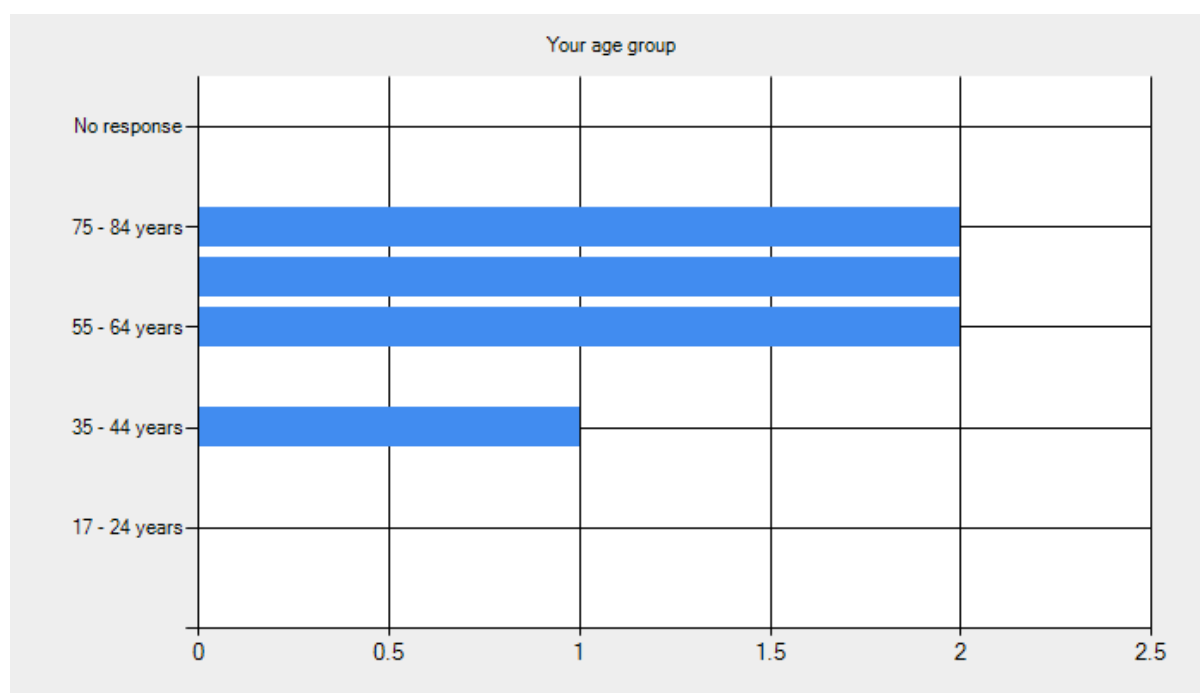
I needed a telephone consultation having been in contact with 111 (it took Devon Doctors 8 hours to ring back and at 12.30 at night). My request was logged and a doctor rang within 10 minutes- what service!!

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

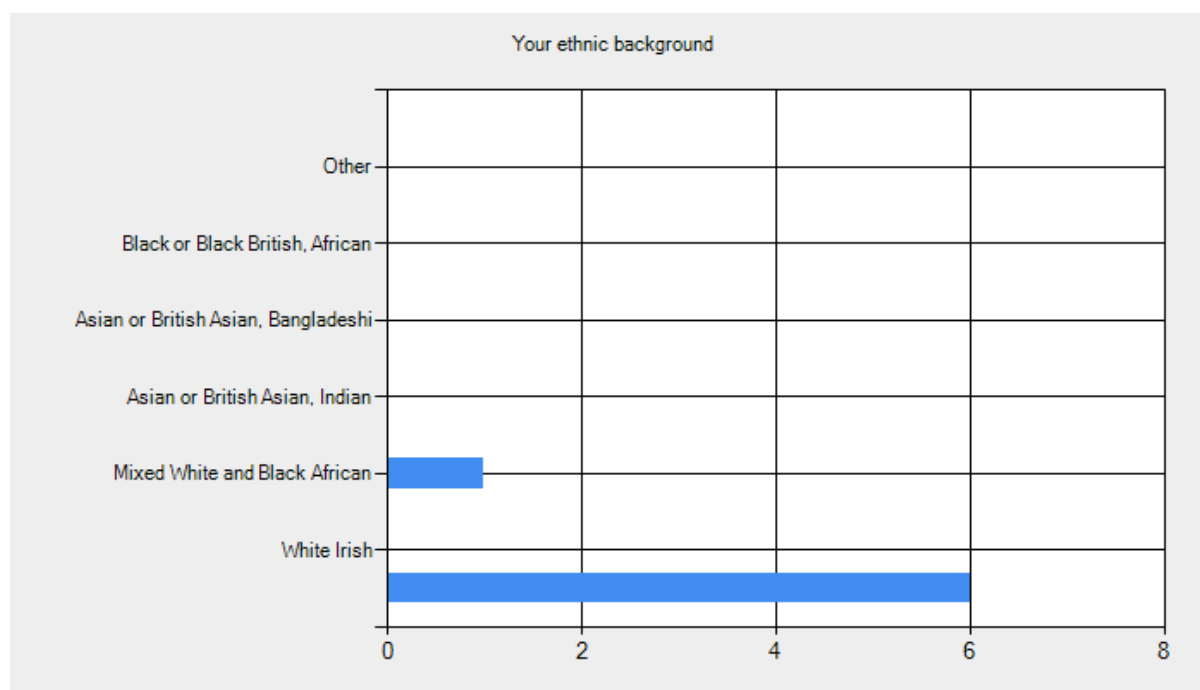
Your gender



Your age group



Your ethnic background



Do you consider yourself to have a long-term illness or disability?



Are you the:

