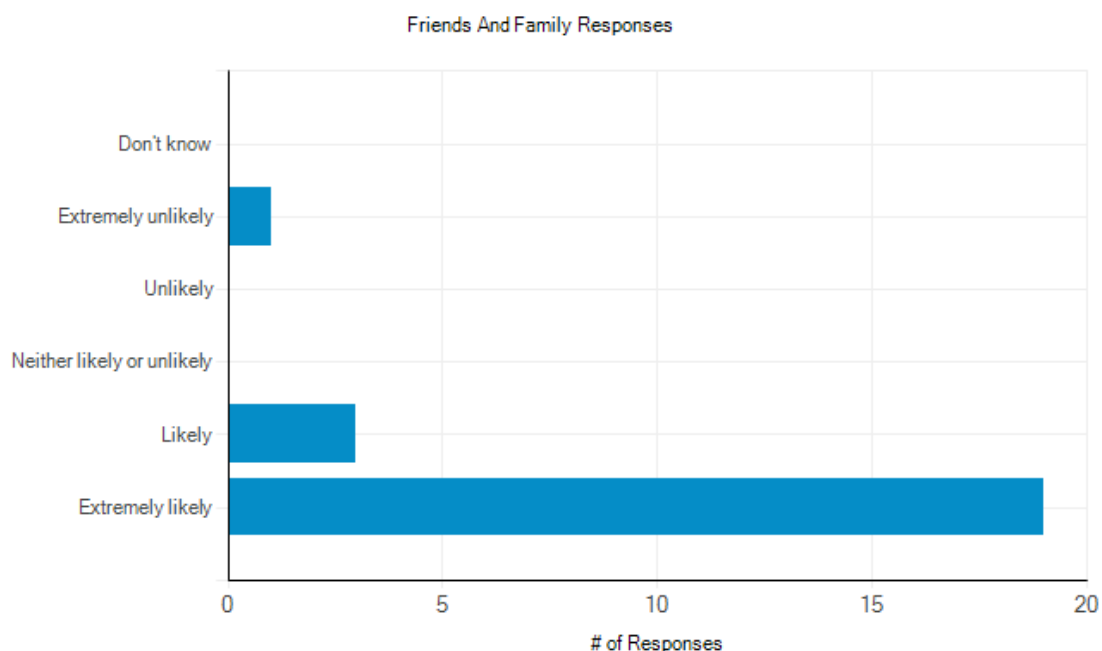


Friends and Family Test Results – August 2022

The Bovey Tracey and Chudleigh Practice



Comments

Response #1:

Easy sign in, minimal waiting around, promptly dealt with.

Response #2:

Easy to check in and all staff were very helpful and supportive.

Response #3:

I was seen quickly, and the nurse was very helpful.

Response #4:

Helpful, welcoming reception staff. GP and supporting nurse put me at ease for an uncomfortable procedure. I was very happy with the care I received.

Response #5:

Dr Ward gave me time and showed empathy. He asked me to book a follow up appointment in a weeks' time. I went away feeling listened to and a genuine concern to help. Not just packing me off with medication! Thanks, and May God bless you and the practice.

Response #6:

Found e consult fairly easy to use and was impressed by the speedy response asking me to make a face-to-face appt.

Response #7:

Phoned reception who dealt with me in a professional polite manner listening to my problem they booked me a phone consult with my photos of eye sent via texted link. Dr called very quickly, and they asked me to come to surgery in person. All very quick and efficient

Response #8:

Telephone consultation. Excellent service, I didn't feel rushed (though I thought it may be as the booking firm says 7-minute consult). The GP was thorough, patient and had an excellent manner. I felt listened to and very reassured. Great service, thank you.

Response #9:

I was seen as an emergency by one of the practice nurses and cannot fault the attention I received so thank you.

Response #10:

Very punctual, caring, thorough.

Response #11:

Telephone consultation. Excellent service, I didn't feel rushed (though I thought it may be as the booking firm says 7-minute consult). The GP was thorough, patient and had an excellent manner. I felt listened to and very reassured. Great service, thank you.

Response #12:

No pleasantries or even a smile on arrival at reception. GP attitude was abrupt, rude and dismissive. I will write formally with the details and a formal complaint to the CCG as sadly this relates to a senior partner.

Response #13:

Felt listened to and that all the detail I had discussed was picked up and considered during the appt. Got an appointment quickly and was seen once there quickly. Really impressed - thank you.

Response #14:

Great empathy from my GP who was able to look at my situation holistically and offer well considered treatment. I felt very well supported.

Response #15:

Worked well and efficiently.

Response #16:

The Doctor explained everything in language I could understand, and I felt I was given the time I needed.

Response #17:

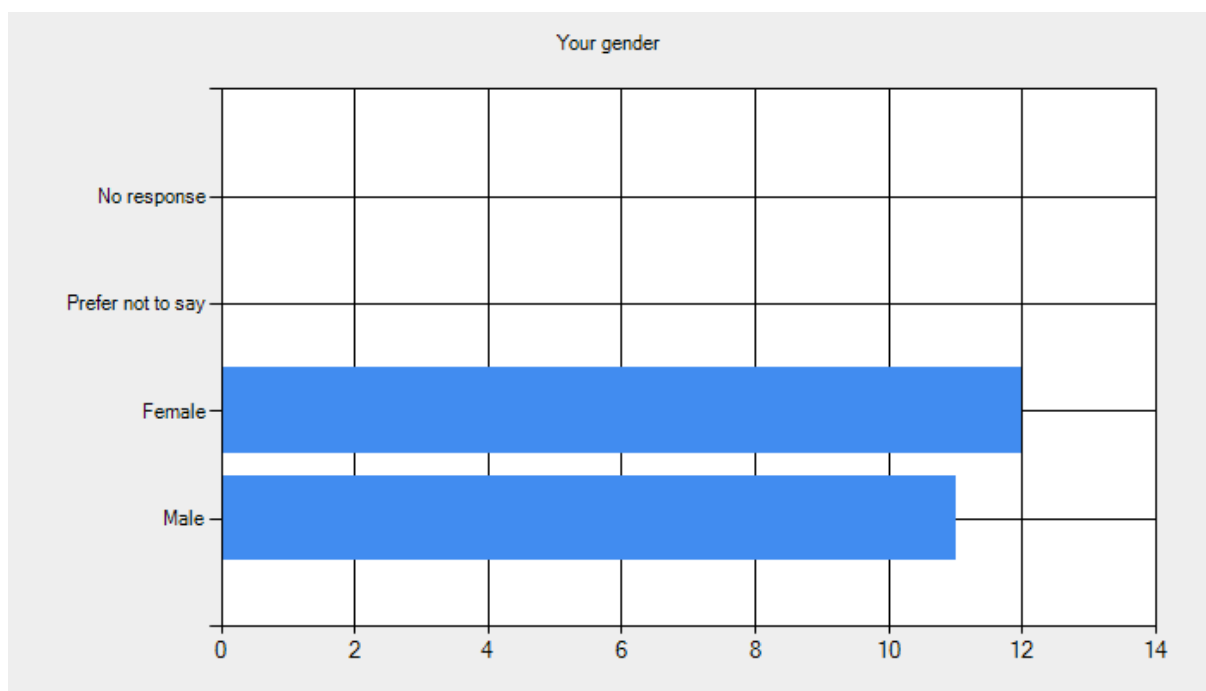
Waiting period was short.

Response #18:

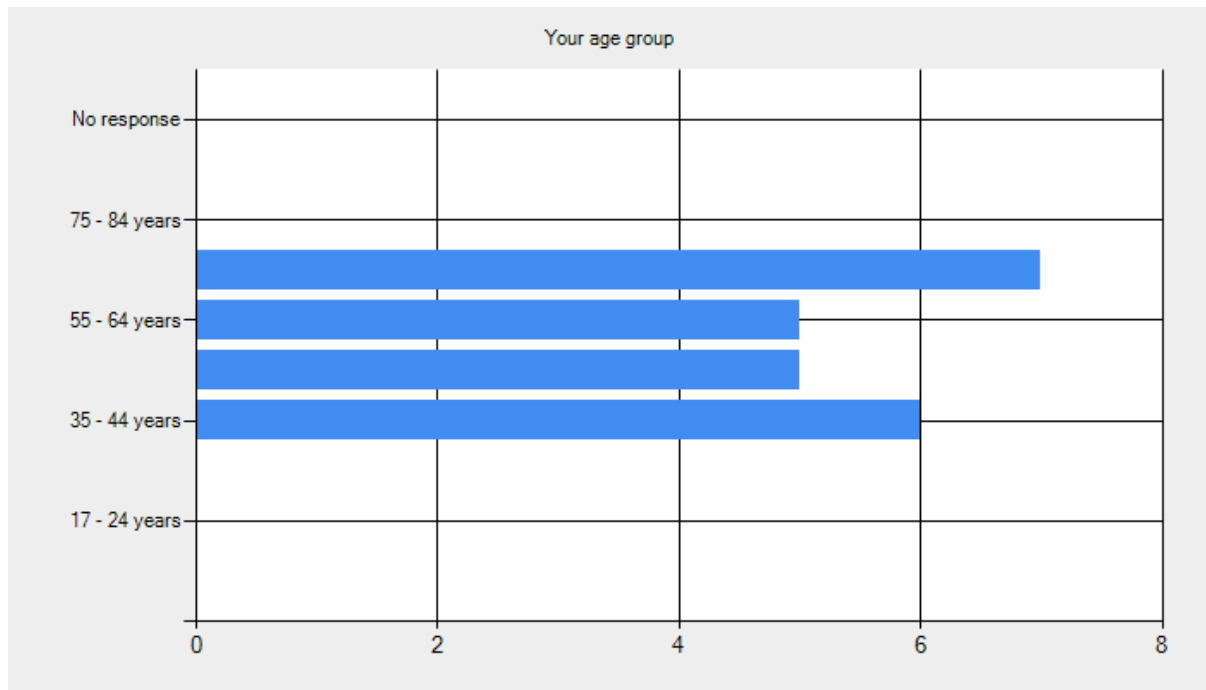
Felt for the first time I was listened to. Very reassuring and was not made to feel embarrassed or foolish, which was a worry.

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

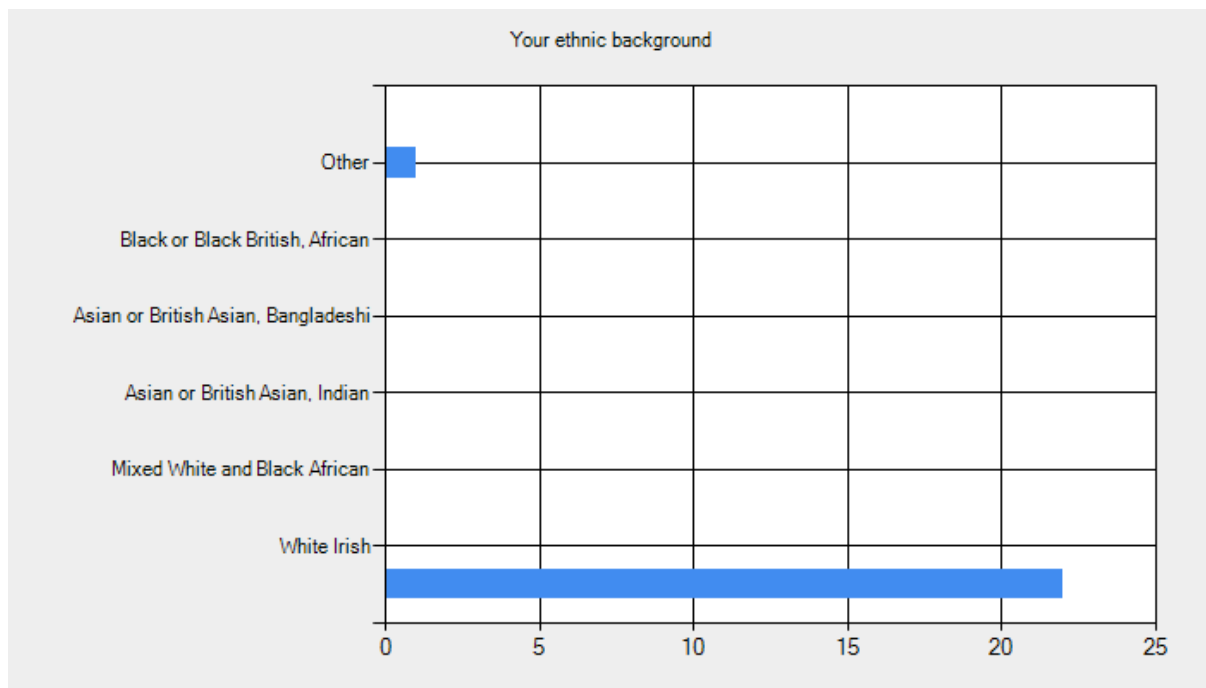
Your gender



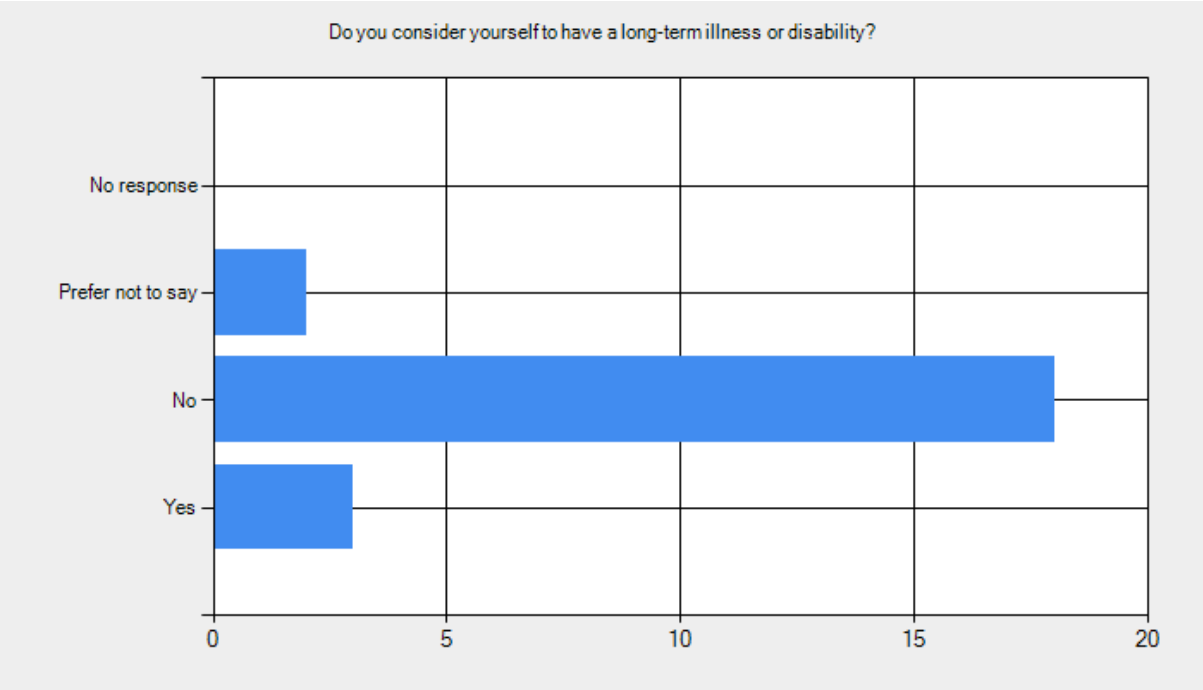
Your age group



Your ethnic background



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



Are you the:

