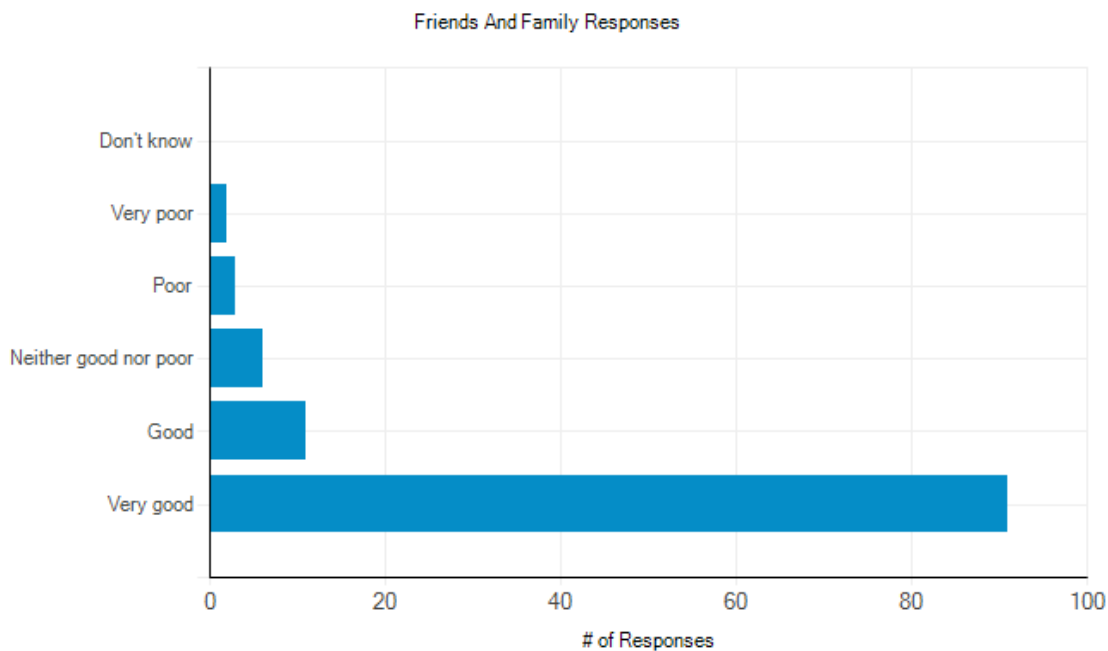


## The Bovey Tracey & Chudleigh Practice

### Friends & Family Survey Results

**Month: July 2025**

Please see our Friends & Family Survey results for this month below, with 90% of patients rating us as good or very good.



**Below are a few of the comments received: -**

Used e consult for the first time had response within 10 minutes and face to face appointment within an hour. Follow up service excellent.

Dr Waterfield has been brilliant: true to her word, she has been busy behind the scenes trying to help my son. And keeping to me informed at every step.

Friendly chat and banter while I got my jab.

Emma the Practice Nurse was so helpful! Really listened to my concerns and my sons concerns and came up with a plan we are all happy with! Also so great with my kids!

Very friendly, helpful, cheerful receptionist called Mandy I believe.

The GP spent a lot of time on the phone- offered me a good explanation of the issue arising after my hospital appointment and identified a way forward.

I attended for a healthy heart check, I was seen on time and the nurse was very pleasant and efficient. I had a blood test and the results were received very quickly. Excellent service and very reassuring.

The team on the telephones were really helpful. It was much appreciated.

Excellent service from the reception leading to a appointment with Dr Ward . Same day, then a visit from nurse who carried out a scan. A increase in pain relief. Today a appointment was same day and further tests arranged First class service from all staff.

Online appointments system worked well. I attended for blood test with Nurse Laura. She was professional, open, friendly, and made me feel relaxed. She explained the procedure, which proved to be painless. Thank you.

I have had the luck but absolute pleasure to have seen Thea on two occasions and both interactions have been the best healthcare service I've experienced to date. She has provided exceptional care and support. Thea has genuinely listened to my concerns and gone above and beyond in her consultations. Her kindness, patience, and genuine concern makes such a difference and is an absolute asset to the practice. Many services could learn from the surgery in providing high-quality care and I have no doubt that as we move forward to a preventative approach to healthcare, the practice will be an example of excellence. Having a GP who truly listens, takes the time to explain things clearly, and gives a robust follow up/care pathway means I always leave feeling reassured and confident that I'm in good hands - a very rare and special thing! A huge thank you to Thea and the team again - you are outstanding.

Racheal the nurse is very helpful

Doctor graham has tried his best to help me for months struggling with the system and being unable to get me the right treatment due to gaps in funding and therefore referrals being refused, he's raised this issue and I appreciate him advocating for me and other patients in my position, selflessly.

Jane is always so lovely and helpful on reception, we love speaking to her 😊