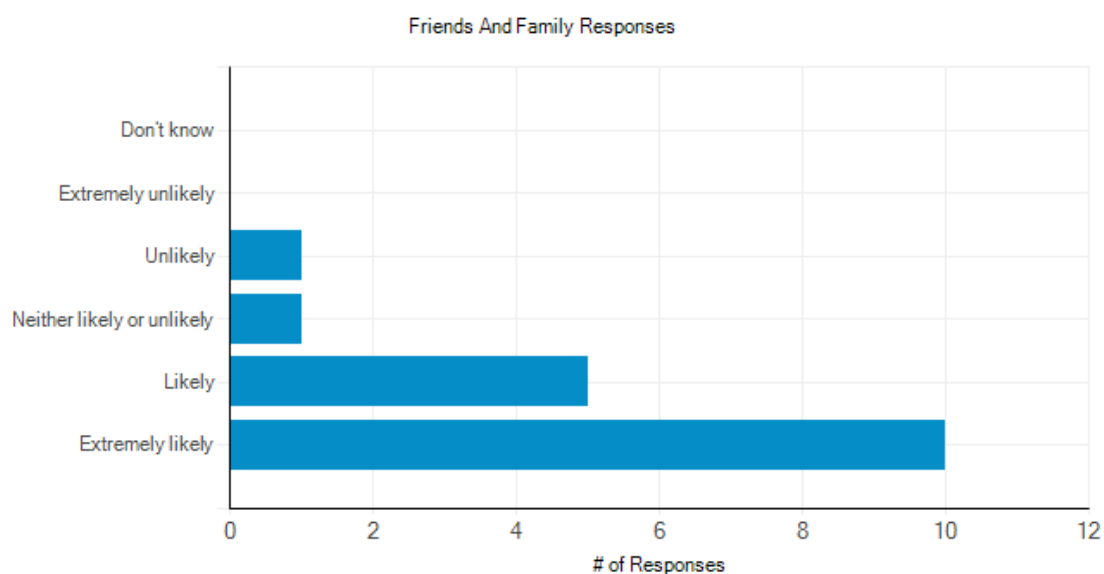


## Friends and Family Test Results – January 2017 The Bovey Tracey and Chudleigh Practice



### **Comments received:**

#### Response #1:

Lack of consistency by GP's. Never get the same GP. Always have to repeat history. Lack of awareness of situation health situation. Waiting over the stated period for prescription to be signed.

#### Response #2:

i had a very good service

#### Response #3:

Always given appointment asap and help

#### Response #4:

Reception very helpful. Waiting area excellent. Doctor's mostly listen well. Sometimes up to 3 week wait for appointment.

#### Response #5:

The staff and Doctors are always very helpful and friendly.

#### Response #6:

Quick access to a Doctor

#### Response #7:

Everyone is friendly and helpful (especially the receptionists and Sophie (the midwife)). Very clean surgery, lots of information available, good updates e.g. newsletters and the TV slideshows and leaflets. Good to have booking online and repeat prescriptions and test results online too.

Good to have telephone appointments. Would be better to have more appointments available asap to prevent walk in centres/ED attendances

Response #8:

The service given by the doctors and nurses is excellent. However, I have twice been advised to go to A+E when all I needed was a prescription. This was by a reception staff. Eventually I had a telephone appointment, which immediately resulted in the provision of the appropriate prescription. This required persistence on my part. No wonder there is an A&E crisis!

Response #9:

I am very well looked after

Response #10:

Very friendly and informative

Response #11:

Always been satisfied, doctors listen and given you time.

Response #12:

Always pleasant and helpful. Have several appointments as I'm diabetic

Response #13:

Excellent, thoughtful and respectful care and treatment given

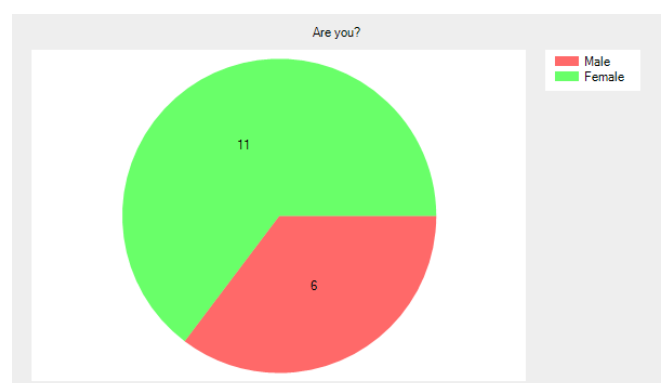
Response #14:

Surgery always seems to be very busy but here is always many staff who usually are very helpful

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

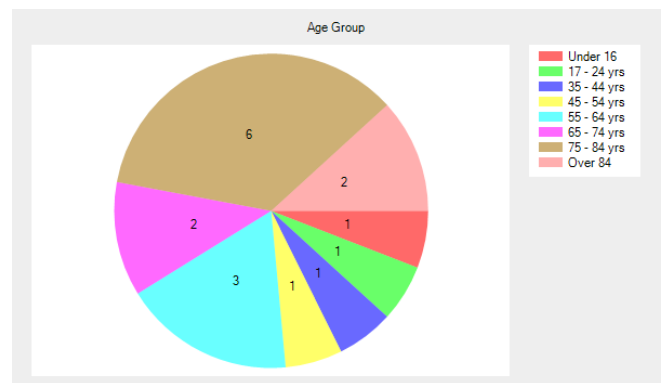
Are you?

- Male - 6 (35.3%).
- Female - 11 (64.7%).
- Prefer not to say - 0 (0.0%).
- No response - 0 (0.0%).



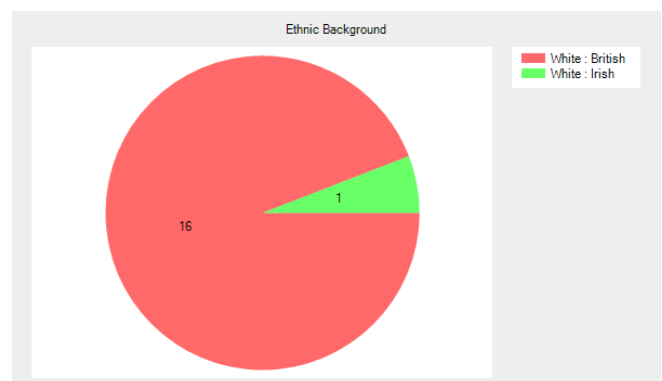
### Age Group

- Under 16 - **1** (5.9%).
- 17 - 24 yrs - **1** (5.9%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **1** (5.9%).
- 45 - 54 yrs - **1** (5.9%).
- 55 - 64 yrs - **3** (17.6%).
- 65 - 74 yrs - **2** (11.8%).
- 75 - 84 yrs - **6** (35.3%).
- Over 84 - **2** (11.8%).
- No response - **0** (0.0%).



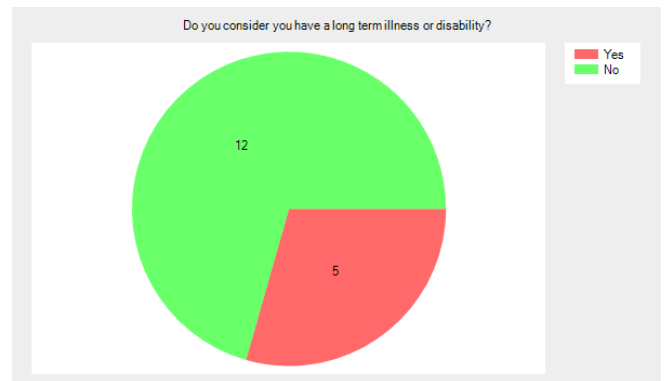
### Ethnic Background

- White : British - **16** (94.1%).
- White : Irish - **1** (5.9%).
- 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** (29.4%).
- No - **12** (70.6%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **14** (82.4%).
- Tower House, Chudleigh - **3** (17.6%).
- No response - **0** (0.0%).

