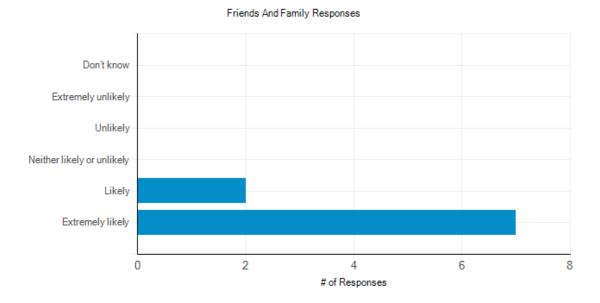
## Friends and Family Test Results – October 2018 The Bovey Tracey and Chudleigh Practice



#### **Comments received:**

#### Response #1:

It is relatively easy to get appointments quickly, even on the same day if necessary, the phones are answered quickly and compared to experiences of friends and family at other practices, I feel our practice is run well. When I have had problems the Practice Manager has dealt with them efficiently.

#### Response #2:

Just so helpful, pleasant and caring staff.

#### Response #3:

Flu Vaccine very well run especially handing out Devon Carer Leaflets.

#### Response #4:

I cannot fault the service offered .The effort to respond to the ever changing needs of the community is greatly appreciated.

#### Response #5:

The kind, caring, considerate advice and the feeling that I was not being rushed. Thorough investigations and management of my condition. Being made to feel that I mattered and was not 'just another patient'.

#### Response #6:

Received helpful advice re a visitor from Europe. Fantastic visit with friendly jovial Nurse. She

even noticed my tremor. Results were good too. Very thorough and professional annual review So I couldn't have had a happier day – 5 stars!

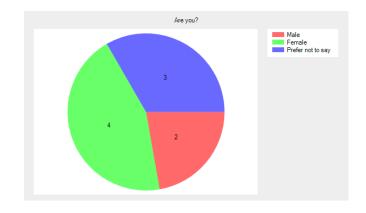
#### Response #7:

I have found the staff always helpful and friendly.

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

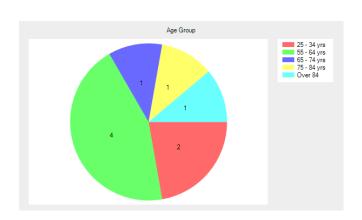
## Are you?

- Male 2 (22.2%).
- Female 4 (44.4%).
- Prefer not to say 3 (33.3%).
- No response **0** (0.0%).



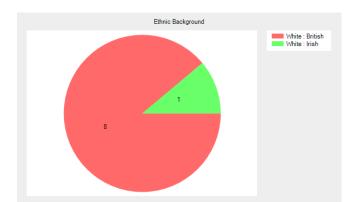
## Age Group

- Under 16 **0** (0.0%).
- 17 24 yrs **0** (0.0%).
- 25 34 yrs **2** (22.2%).
- 35 44 yrs **0** (0.0%).
- 45 54 yrs **0** (0.0%).
- 55 64 yrs **4** (44.4%).
- 65 74 yrs 1 (11.1%).
- 75 84 yrs **1** (11.1%).
- Over 84 1 (11.1%).
- No response **0** (0.0%).



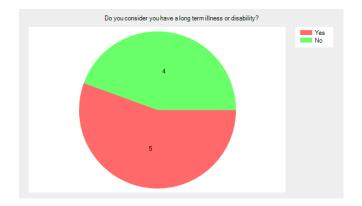
## **Ethnic Background**

- White: British 8 (88.9%).
- White: Irish 1 (11.1%).
- 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 (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 5 (55.6%).
- Tower House, Chudleigh 4 (44.4%).
- No response **0** (0.0%).

