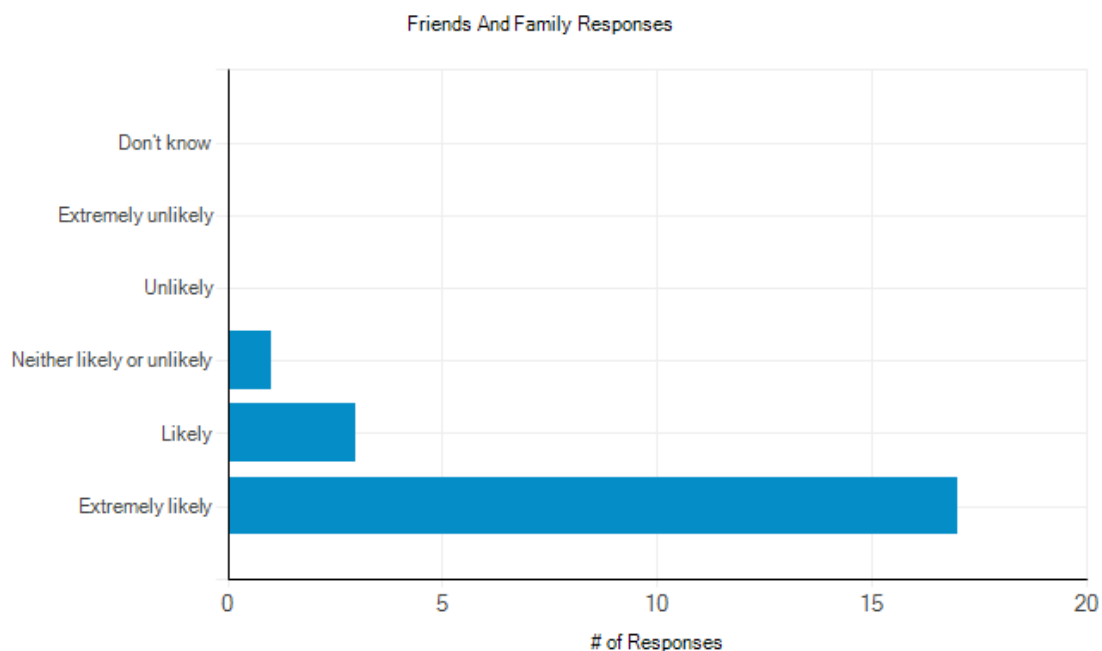


## Friends and Family Test Results – February 2023

### The Bovey Tracey and Chudleigh Practice



## Comments

### Response #1:

The doctor my son saw was amazing! Dr Collins made the effort to read up on his notes before he attended his appointment. She could see he was born with breathing difficulties and had a stay in special care. (No other doctor has done this)! She checked him thoroughly and made sure I was happy and advised me on things to look out for. The appointment wasn't rushed, and she was excellent with my son! Even gave him and his brother a sticker. A lot of doctors could take note of Dr Collins she is amazing. The receptionist on the other hand when booking the appointment was quite rude. When advising I needed to make an appointment for my son, she abruptly liked to point out he already had an appointment booked in for a weeks' time. I corrected her to why that appointment had been arranged. She was adamant that the appointments they had available were for the Tower House practice which I cannot get to, I live in Bovey and do not drive until she then magically located me an appointment at Bovey? Was a lot of effort for an appointment especially for a child. Think she needs a few more lessons on customer service!

Response #2:

Exemplary care and attention. Appreciated the appointment reminder beforehand as I had forgotten! Seemed genuine interest in my long-term history as it has been a little unusual.

Response #3:

Dr Mills was very helpful and explained everything I needed to know about my recent diagnosis. Thank you!

Response #4:

I had my healthy heart and Asthma check yesterday and as always the care I received was superb, as it always is. My husband and I moved from Plymouth three years ago and cannot fault our care. Thanks to all of you for the wonderful care you give in what must be said an unappreciated profession. Thank you.

Response #5:

Excellent service as usual.

Response #6:

This is a superb GP Practice. Whether through calling or going through e-consult, my queries/requests for consultations are always dealt with promptly. I have had the recent pleasure of consulting with Dr Collins regarding HRT. She is delightful to speak with, going out of her way to research the latest information so she can offer the most appropriate advice.

Response #7:

Polite, efficient helpful and friendly staff

Response #8:

Very comforting Debbie always there to listen and help me though my very sad time, she is so nice.

Response #9:

I had a phone consultation with Dr Collins who made me feel SO much better. She wasn't dismissive (as I've had twice in the past with your doctors) and gave me very comprehensive information and advice in a very positive friendly and intelligent manner. Thank you.

Response #10:

My visit yesterday to a doctor was rushed and quite brusque. The end result achieved what I needed but the experience highlighted for me the problems facing a practice with insufficient staff. I am sorry to have to comment in this way.

Response #11:

Such a good practice, always ready to help and no problem getting either a telephone or face to face appointment. Having worked in general practice/NHS trust for 25 years this practice is at the top of the scale for care and service.

Response #12:

I was about 30 minutes late going in, but I didn't mind the wait as I got to see the doctor I wanted. I felt she took a genuine interest and was constructive.

Response #13:

Great practice from reception to doctors

Response #14:

Receptionist insisted I book an appointment which I didn't need I had to attend and speak to the nurse and sadly she had to apologise to me, but my biggest concern was that the appointment could have gone to someone in need if it

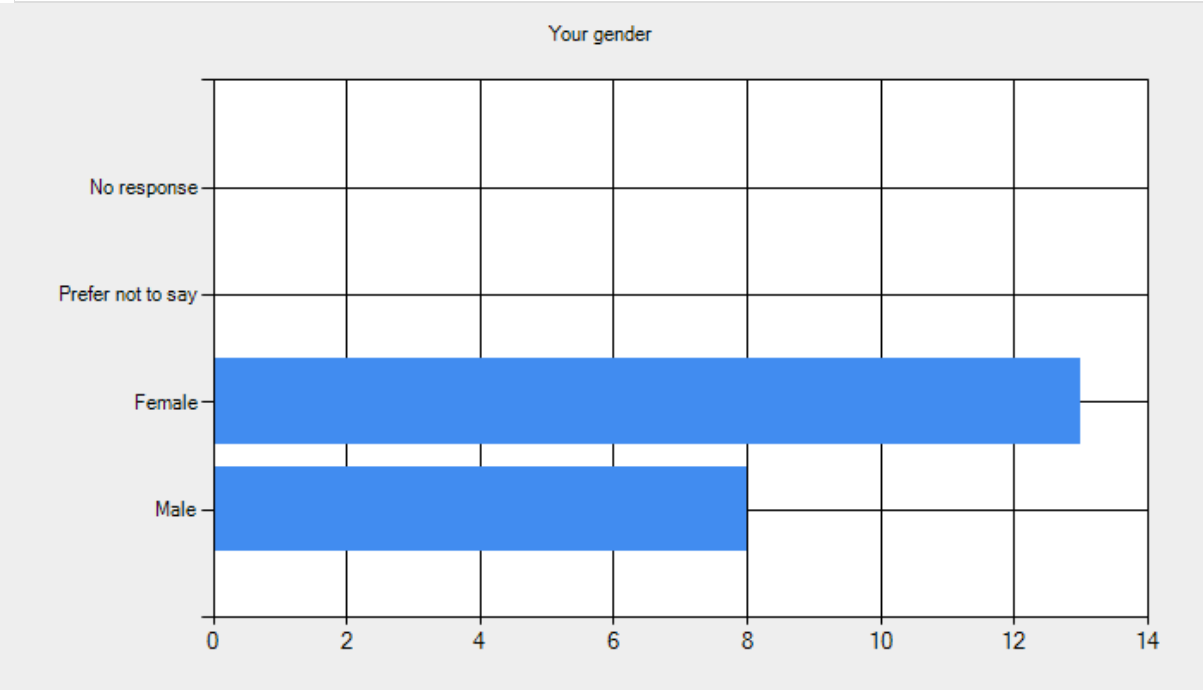
Response #15:

Annal review carried out very professionally and thoroughly. Problems discussed, explained, and acted on promptly. In Chudleigh and Bovey, the NHS is still functioning well despite all the obstacles

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

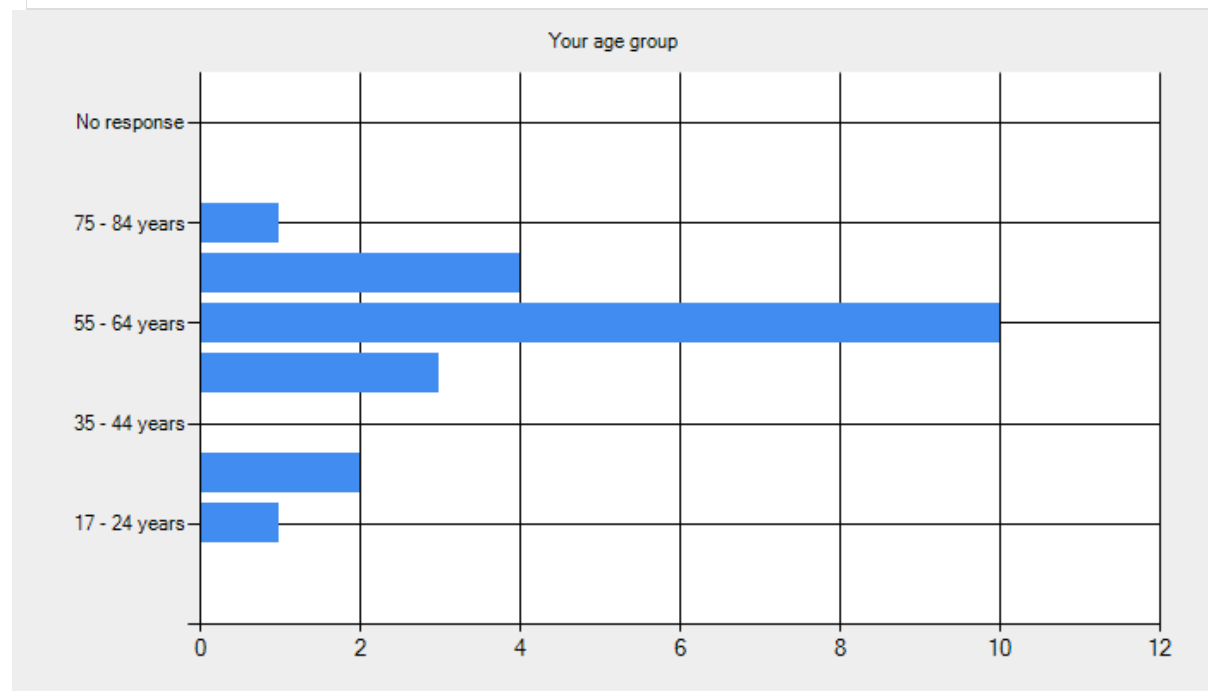
Your gender

- Male - **8**.
- 
- Female - **13**.
  - Prefer not to say - **0**.
  - No response - **0**.



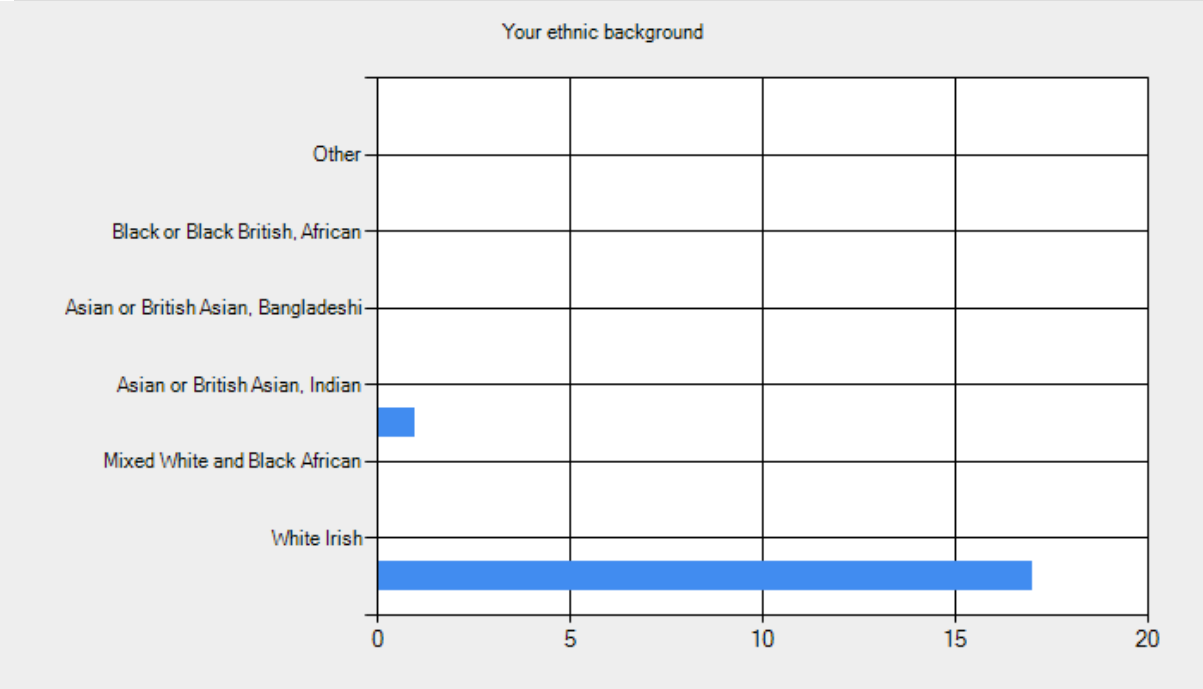
## Your age group

- under 16 - **0**.
- 17 - 24 years - **1**.
- 25 - 34 years - **2**.
- 35 - 44 years - **0**.
- 45 - 54 years - **3**.
- 55 - 64 years - **10**.
- 65 - 74 years - **4**.
- 75 - 84 years - **1**.
- over 84 years - **0**.
- No response - **0**.



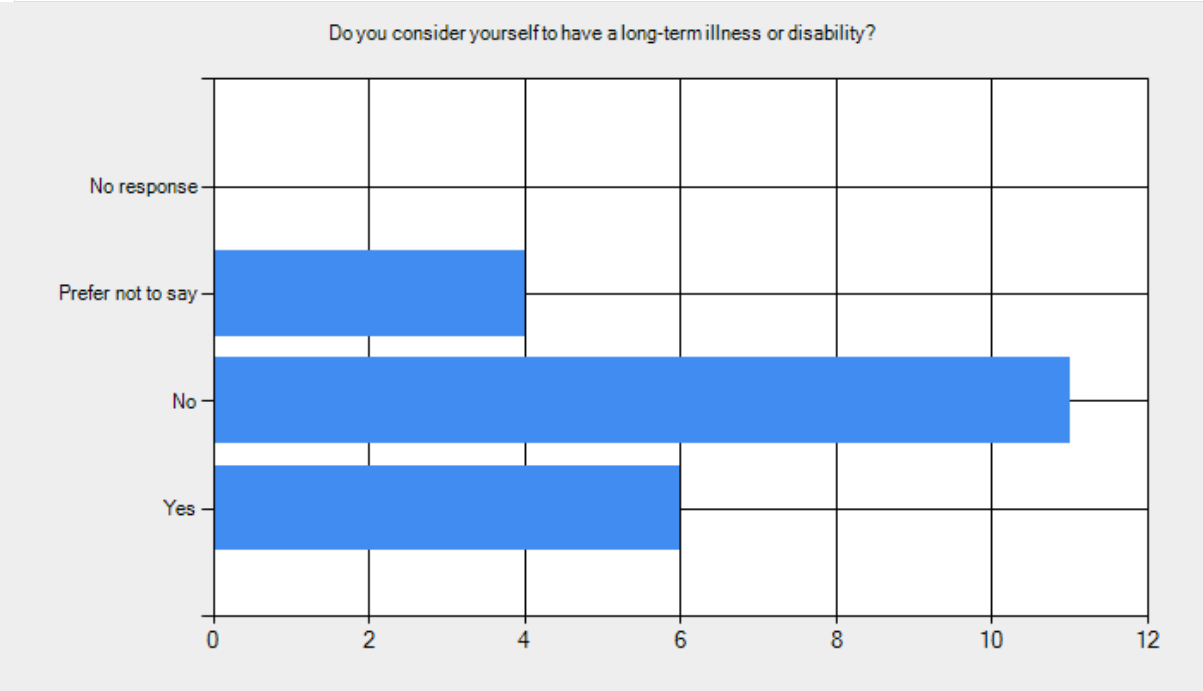
# Your ethnic background

- White British - **17**.
- 
- White Irish - **0**.
  - Mixed White and Black Caribbean - **0**.
  - Mixed White and Black African - **0**.
  - Mixed White and Black Asian - **1**.
  - Asian or British Asian, Indian - **0**.
  - Asian or British Asian, Pakistani - **0**.
  - Asian or British Asian, Bangladeshi - **0**.
  - Black or Black British Caribbean - **0**.
  - Black or Black British, African - **0**.
  - Chinese - **0**.
  - Other - **0**.
  - No response - **0**.



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

- Yes - 6.
- 
- No - 11.
  - Prefer not to say - 4.
  - No response - 0.



## Are you the

- Patient - **19**.
- Carer - **0**.
- Guardian - **2**.
- No response - **0**.

