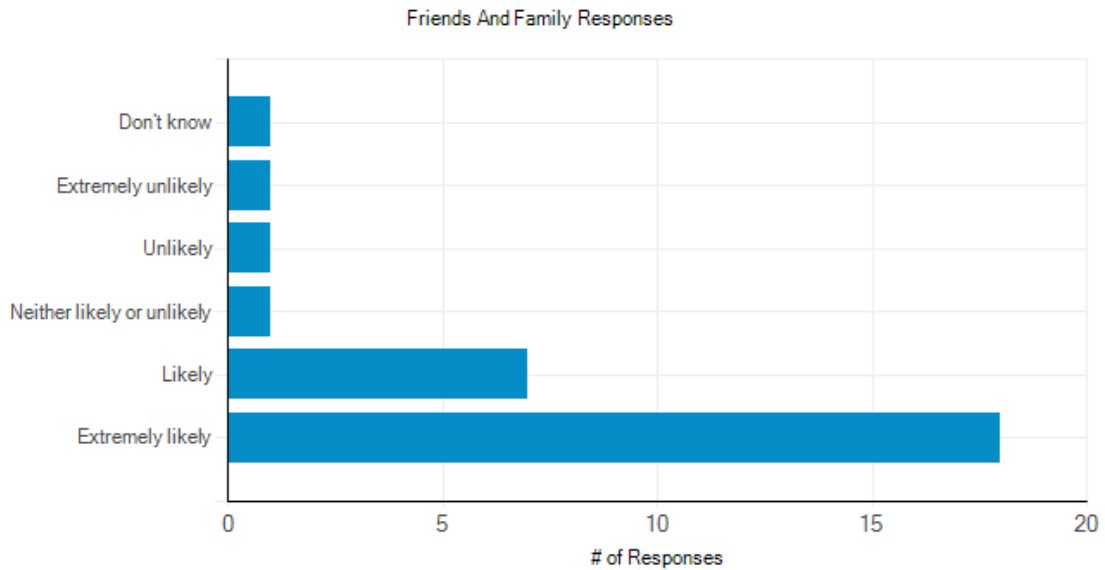


Friends and Family Test Results – January 2018 The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Not easy to see your own Doctor.

Response #2:

The service you get is average and sometimes you have to wait ages for appointment.

Response #3:

Dr Soffe is a star. She worked though her lunch hour as I needed extra time.

Response #4:

Not only was my problem addressed but another problem was found and that has been sorted as well.

Response #5:

I feel that the service I get from my GP is worth waiting for. Waiting times are an issue as is the time it takes to get an appointment, however this should not distract from the quality of care that my GP gives.

Response #6:

Pleasant building, comfortable waiting room, helpful reception staff, timely and good care from clinician.

Response #7:

Nurse was very friendly & helpful Good reception as well Happy new year

Response #8:

Saw Dr Oxenham with pain in my hip and straight away he knew exactly what the problem was and offered an injection which he could fit me in the following day. The procedure was filled out quickly and painlessly with some friendly humour which put my nerves at rest straight away - Thank you again Dr Oxenham you are a credit to this doctor's practice.

Response #9:

WOW. I now have my entire log in information in fewer than 5 minutes. SUPER response from a friendly receptionist. Staff - 5*****

Response #10:

Very happy. I feel my Doctor knows me well and I feel confident he knows about my illness. I feel that I am always made to feel at ease and never feel the need to complain. My Dr is in demand he is so good!

Response #11:

Nurses were pleasant, attentive and respectful.

Response #12:

While I am always happy for students to be a part of appointments, it's not good when you are left to wait 1 hour over your appointment time.

Response #13:

The Doctor listened and gave time to me during my appointment. He gave me a thorough examination. His diagnosis put my mind at ease. Thank you.

Response #14:

Always pleasant and helpful.

Response #15:

Courteous, efficient reception staff and excellent Doctors who actually listen.

Response #16:

GP's are very good, but can be difficult to see one.

Response #17:

Recently spoke to reception and was unable to be given a phone call. I am a high priority as suicidal, anxiety, pain. My partner in the end had to call and got a phone call, then an appointment.

Response #18:

Everyone is helpful and polite.

Response #19:

Easy to get an appointment, handy for travelling. Nice Doctors who listen. Nurses take blood without any pain - excellent.

Response #20:

Always treated me well.

Response #21:

The Doctor and the surgery are always very helpful and have always been effective in solving the issues I have suffered.

Response #22:

Certain Doctors are very helpful.

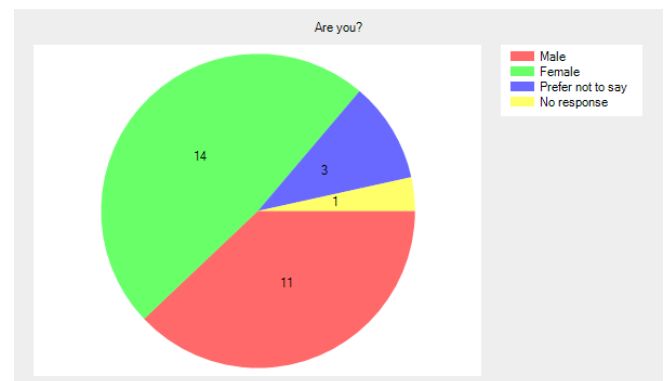
Response #23:

Organised, pro-active. Most of all the consideration of the clinical staff.

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

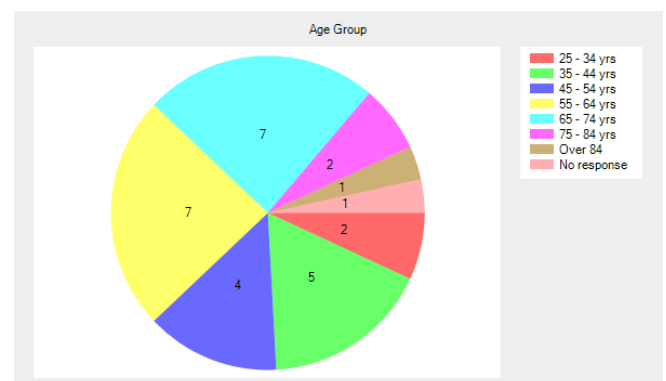
Are you?

- Male - 11 (37.9%).
- Female - 14 (48.3%).
- Prefer not to say - 3 (10.3%).
- No response - 1 (3.4%).



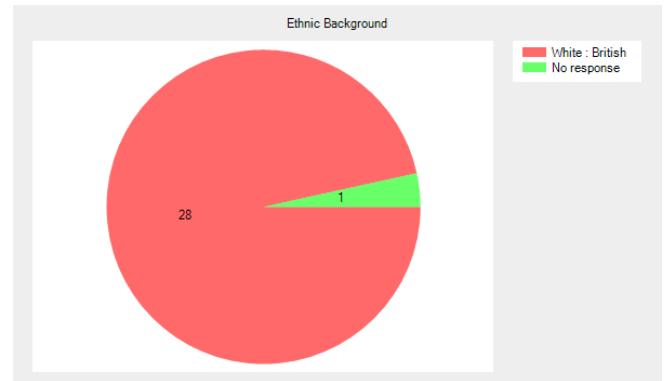
Age Group

- Under 16 - 0 (0.0%).
- 17 - 24 yrs - 0 (0.0%).
- 25 - 34 yrs - 2 (6.9%).
- 35 - 44 yrs - 5 (17.2%).
- 45 - 54 yrs - 4 (13.8%).
- 55 - 64 yrs - 7 (24.1%).
- 65 - 74 yrs - 7 (24.1%).
- 75 - 84 yrs - 2 (6.9%).
- Over 84 - 1 (3.4%).
- No response - 1 (3.4%).



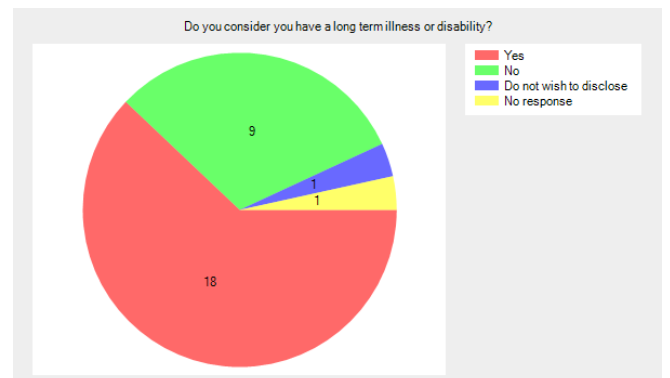
Ethnic Background

- White : British - **28** (96.6%).
- White : Irish - **0** (0.0%).
- 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 - **1** (3.4%).



Do you consider you have a long term illness or disability?

- Yes - **18** (62.1%).
- No - **9** (31.0%).
- Do not wish to disclose - **1** (3.4%).
- No response - **1** (3.4%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **21** (72.4%).
- Tower House, Chudleigh - **7** (24.1%).
- No response - **1** (3.4%).

