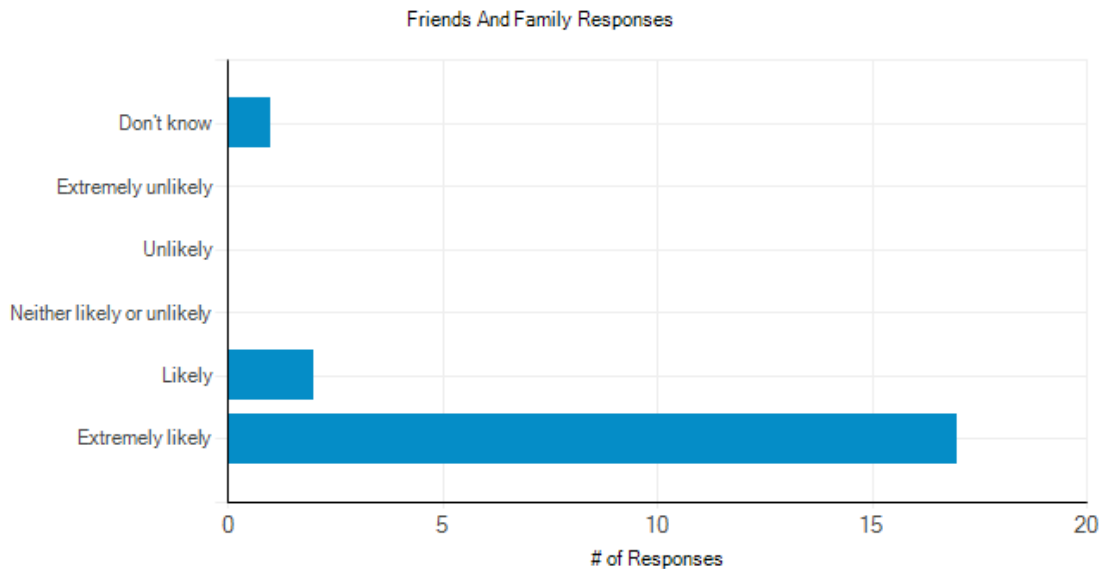


Friends and Family Test Results – June 2016
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Very helpful front office staff, both in person and on the phone. Dr Thomas has been a great support.

Response #2:

Reall happy with the service and the reception staff are lovely.

Response #3:

Dr Oxenham is an excellent GP. Nurse and reception staff are always helpful.

Response #4:

Efficient, speedy, friendly service. Fab! Thank you.

Response #5:

The doctors and staff are always helpful.

Response #6:

I was really worried about this appointment. The nurse helped me alot, gave me time, explained clearly and left me with a good idea of what I could so next. I felt so much better and know what to do next time.

Response #7:

Always get an appointment. Doctors and staff always helpful.

Response #8:

Efficient!

Response #9:

My husband and I always find the staff very helpful.

Response #10:

I think I have meet all your doctors and most of the nursing staff over the last year and a bit and they are all outstanding. They are thorough, professional, kind and friendly. Thank you for being so wonderful. I can't speak highly enough of the staff. Reception are friendly and efficient and the doctors and nurses are professional and kind. You all deserve a pay rise!

Response #11:

I managed to get an appointment, telephone call and blood and urine tests results all within 2 days!

Response #12:

Dr Maybin is the best doctor the Practice has. Very understanding and helpful

Response #13:

I would just like to ask for Dr Kinsella to be a bit more careful of talking over and down to patients, and their parents. This is not the first time I have felt like this.

Response #14:

Frustrated with the telephone wait and having to have a telephone call with the Doctor first. This can delay treatment.

Response #15:

Everyone is always very helpful and very professional

Response #16:

Carol (nurse) is superb - kind, caring and knows her job. She is a real credit to the NHS and the Surgery. The receptionist are very helpful.

Response #17:

Very reassuring nurse, Carli, immense relief to hear my wife is doing okay. So gentle, thank you.

Response #18:

Dr Maybin is very kind and knowledgeable. Always very pleasant and thorough.

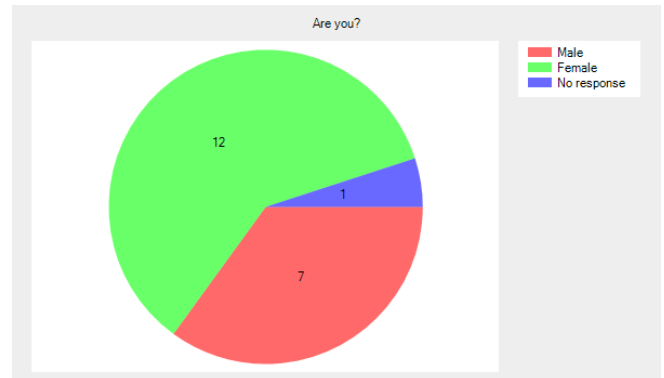
Response #19:

Very good, quick prescriptions

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

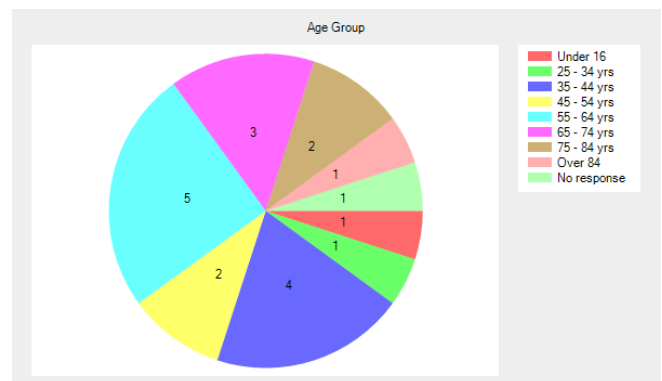
Are you?

- Male - **7 (35.0%)**.
- Female - **12 (60.0%)**.
- Prefer not to say - **0 (0.0%)**.
- No response - **1 (5.0%)**.



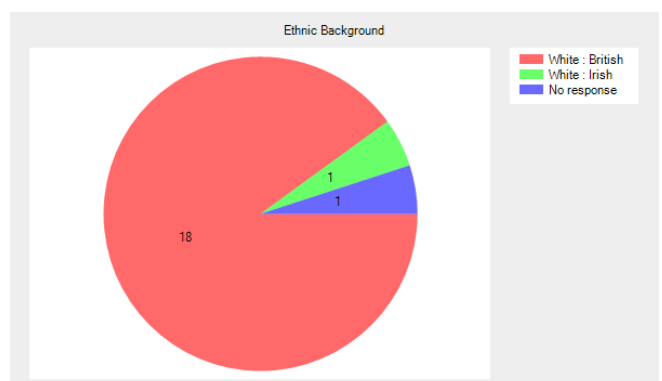
Age Group

- Under 16 - **1 (5.0%)**.
- 17 - 24 yrs - **0 (0.0%)**.
- 25 - 34 yrs - **1 (5.0%)**.
- 35 - 44 yrs - **4 (20.0%)**.
- 45 - 54 yrs - **2 (10.0%)**.
- 55 - 64 yrs - **5 (25.0%)**.
- 65 - 74 yrs - **3 (15.0%)**.
- 75 - 84 yrs - **2 (10.0%)**.
- Over 84 - **1 (5.0%)**.
- No response - **1 (5.0%)**.



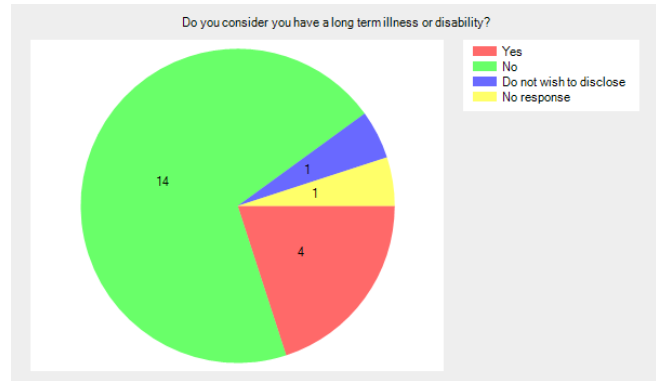
Ethnic Background

- White : British - **18 (90.0%)**.
- White : Irish - **1 (5.0%)**.
- 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 (5.0%)**.



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

- Yes - **4** (20.0%).
- No - **14** (70.0%).
- Do not wish to disclose - **1** (5.0%).
- No response - **1** (5.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **8** (40.0%).
- Tower House, Chudleigh - **11** (55.0%).
- No response - **1** (5.0%).

