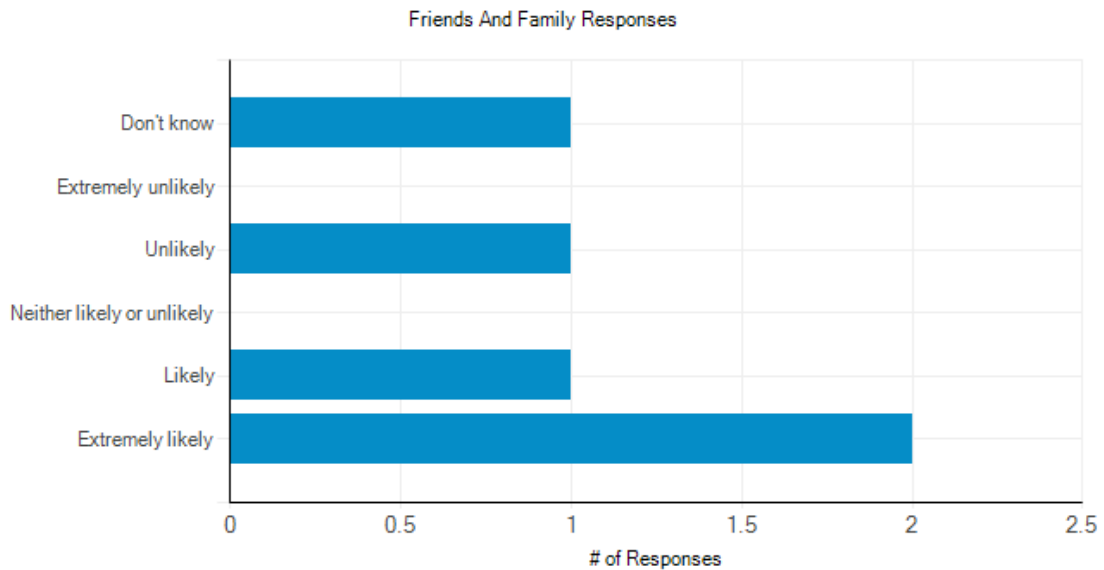


Friends and Family Test Results – March 2015

The Bovey Tracey & Chudleigh Practice



Comments Received

Response #1:

The doctors are excellent, however there is one nurse whose actions put me in hospital. She now has told me I don't have Diabetes, when I was clearly diagnosed in France. I thought doctors were the diagnostics and not nurses!

Response #2:

I find the appointment system inconvenient, phoning first then waiting for the doctor to ring, before getting an emergency appointment anyway. Can't the patient be trusted to know when they need to see the doctor, it would save the doctor's time too.

Response #3:

I have always had excellent service here at the Riverside.

Response #4:

Slow administrative procedures. Slow appointment bookings. Lack of experienced doctors. Limited number of doctors.

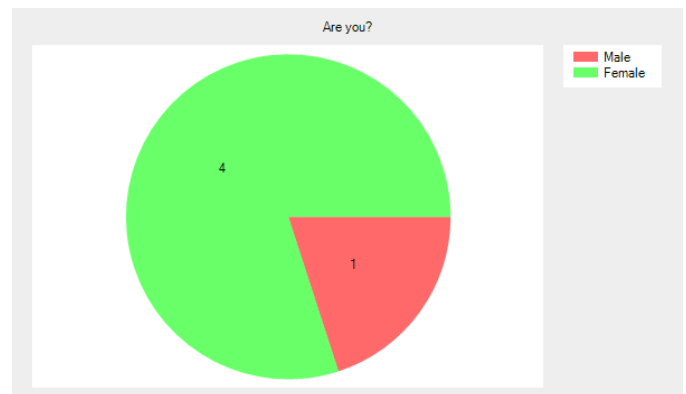
Response #5:

Because:- The practice is generally well organised, the admin staff are polite and very helpful, there are schemes to help prevent illness ie well person, flu etc. I/we have no problems when trying to get appointments, the G.Ps who we have encountered have seemed genuinely interested, committed, empathetic and prepared to 'give time' when required. I/we feel very fortunate to be a patient of this practice.

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

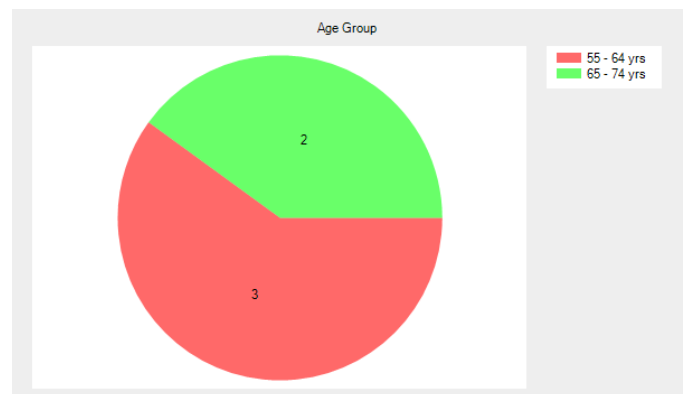
Are you?

- Male - **1** (20.0%).
- Female - **4** (80.0%).
- No response - **0** (0.0%).



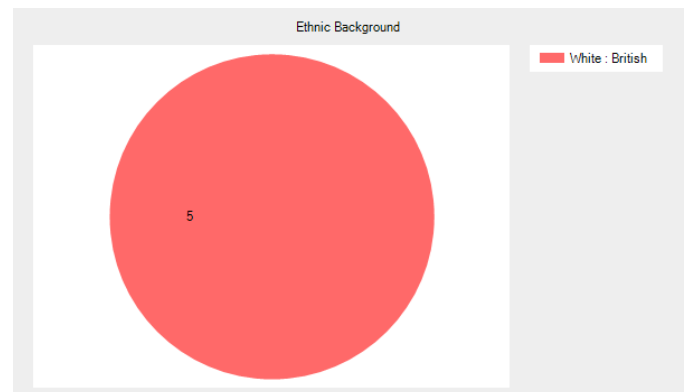
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **0** (0.0%).
- 55 - 64 yrs - **3** (60.0%).
- 65 - 74 yrs - **2** (40.0%).
- 75 - 84 yrs - **0** (0.0%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



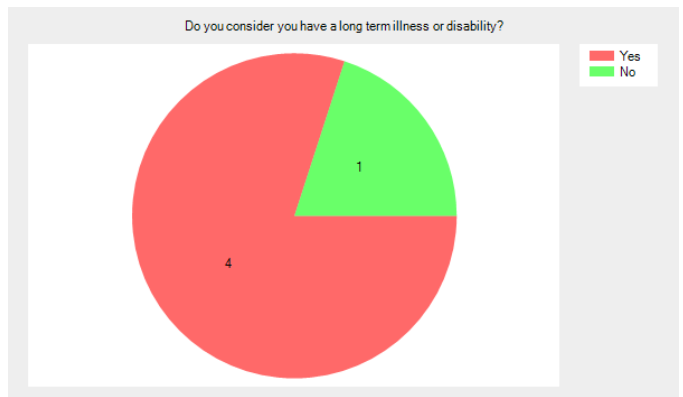
Ethnic Background

- White : British - **5** (100.0%).
- 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 - **0** (0.0%).



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

- Yes - **4** (80.0%).
- No - **1** (20.0%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **3** (60.0%).
- Tower House, Chudleigh - **2** (40.0%).
- No response - **0** (0.0%).

