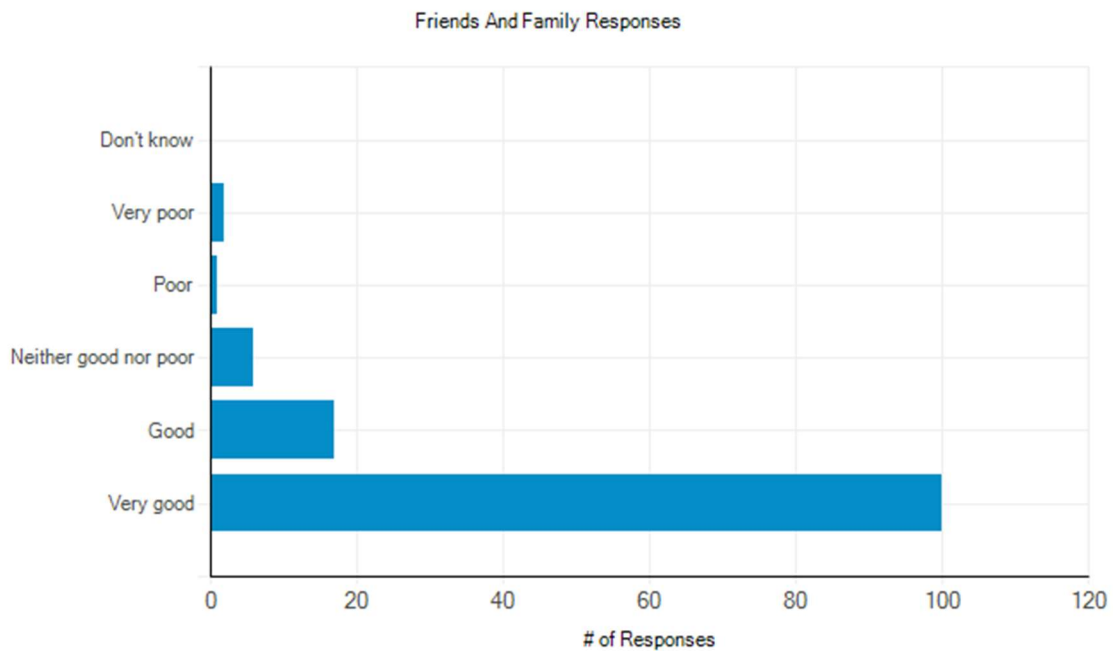


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: September 2023

126 Patients completed our Friends & Family Survey this month with 93% rating us as good or very good, and the results are shown below:



Below are a few of the comments received: -

Response #1:

I have always enjoyed great careful attention from all practice staff. I have many health needs and have always felt that the doctors and nurses are there for me. It's a wonderful feeling to be cared for so kindly and expertly. Thank you.

Response #2:

The practice is excellent - all the staff I have encountered have been kind, professional and helpful even during the most difficult of times. Thank you all for your amazing service.

Response #3

The doctors I have spoken to have both been very compassionate and professionally curious - eliciting information I may have otherwise neglected to share. Appointments have generally been available when requested, and useful information is shared. The patient newsletter is an example of the 'above and beyond' efforts, keeping patients informed in a way I have not previously experienced at other surgeries, and which makes me as a stakeholder feel invested.

Response #4

Amazingly good access and fast appointment. Very friendly and professional staff. I cannot speak too highly of the service. Doctors make time to explain thoroughly and answer any questions. Thank you.

Response #5:

Excellent telephone response from receptionists and subsequent telephone consultation or appointment with GP. I had no problems at all in this regard, during the pandemic. I was most impressed with the excellent service I received.