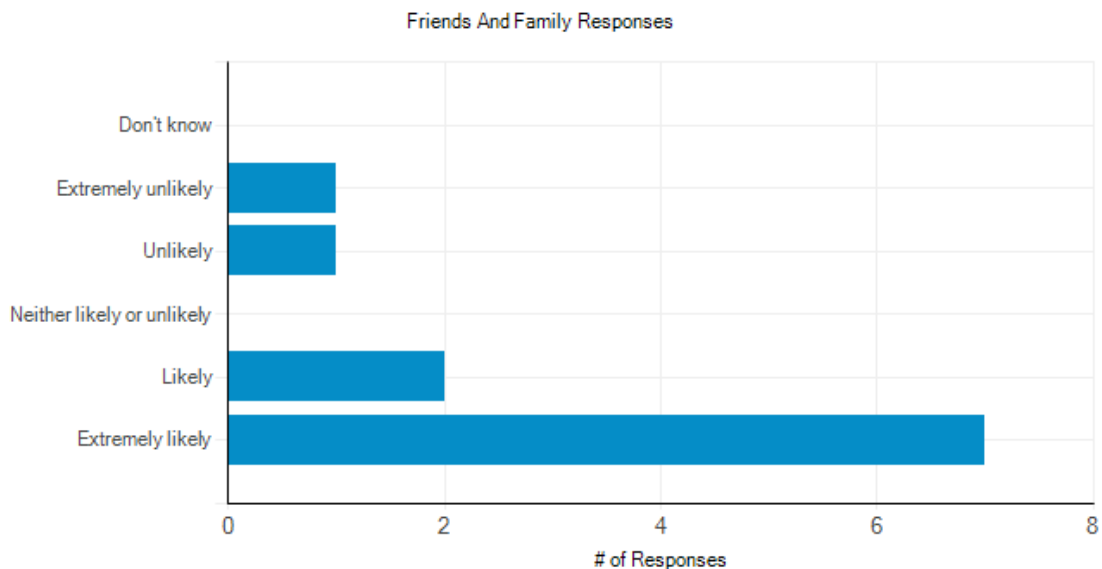


Friends and Family Test Results – June 2017
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Gold star service from all the team.

Response #2:

Always be okay.

Response #3:

I had a technical question regarding over the counter antihistamine medication. The practice pharmacist got back to me next day and answered my initial question re liver loading. She answered what is the fastest acting / how to take basically stick to one sort of tablets and take EVERY day even if it's raining / low pollen count over the hay fever season PS 180 tablets via Ebay less than £5 I also keep Anthisan for stings / SPIDER bites (Thanks Dr Oxenham)

Response #4:

Would have entered 'Extremely Likely' if appointments were easier to arrange.

Response #5:

Always treated with dignity and respect, friendly but professional at all times, highly recommended services.

Response #6:

Excellent organisation and friendly service from all team members. Always able see a Doctor when necessary.

Response #7:

FIRST CLASS SERVICE.

Response #8:

1) Lack of continuity - Unless prepared for long waits it is often not possible to see your own Doctor. This results in conflicting diagnosis on occasions, where GP's have differing views.

2) Lack of pro-activity - Despite being registered here for over 10 years, we have never seen any pro-activity e.g. well man / well woman clinics. In particular, my wife has been through some very tough times with multiple cancers. Although in remission of the moment, she has never once been invited to see her GP or nurse to discuss how her life is and see if she has any concerns or worries.

3) Sometimes individual staff members on the phone/reception can be curt and aggressive - especially when asking to see a Doctor. More Diplomacy please!

Response #9:

Despite cut backs I have had excellent care. Sad that we have such long waits to see or talk on the phone to a Doctor when not urgent.

Response #10:

Excellent health care, patients concerns really listened to and advice/treatments and referrals are appropriate. Whole of the team most helpful, respectful and reassuring. This is especially important for patients with range of chronic health problems and physically disabled. I have worked (nursing) in 8 different surgeries (London/Surrey/Devon) and have been a patient at 6 practices in 60+ years. Riverside is the best I have been with and from my observation with receptionists, phlebotomists, nurses and GP's here the best practice model.

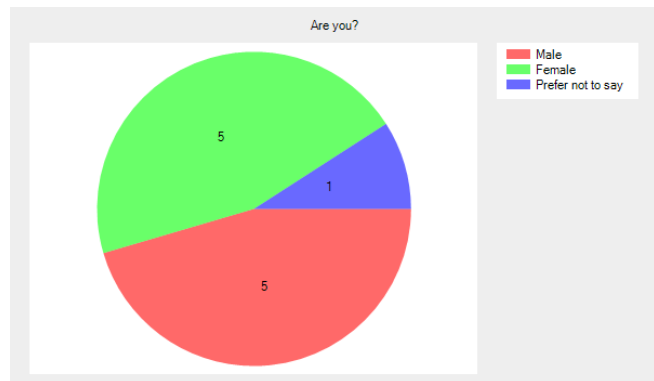
Response #11:

After being in hospital I needed appointments to see the nurse every day for the first week, I had to attend MIU because neither Bovey or Chudleigh had appointments.

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

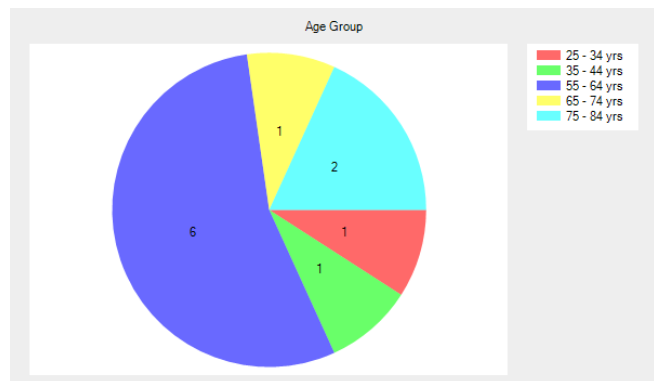
Are you?

- Male - **5** (45.5%).
- Female - **5** (45.5%).
- Prefer not to say - **1** (9.1%).
- No response - **0** (0.0%).



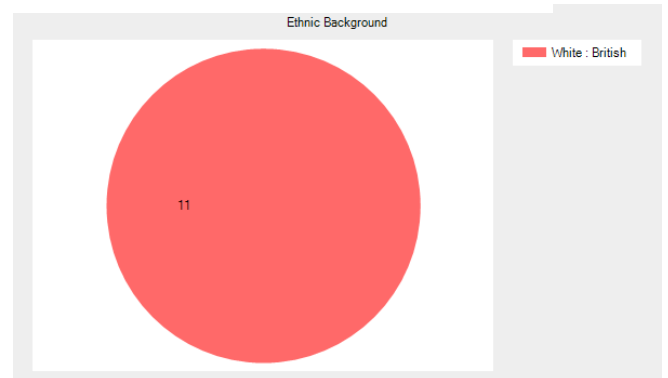
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **1** (9.1%).
- 35 - 44 yrs - **1** (9.1%).
- 45 - 54 yrs - **0** (0.0%).
- 55 - 64 yrs - **6** (54.5%).
- 65 - 74 yrs - **1** (9.1%).
- 75 - 84 yrs - **2** (18.2%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



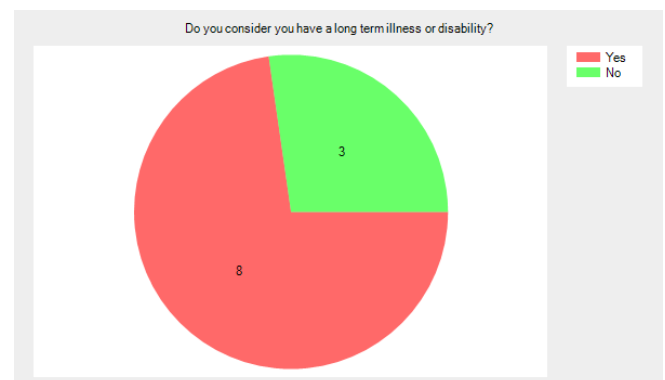
Ethnic Background

- White : British - **11** (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 - **8** (72.7%).
- No - **3** (27.3%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **9** (81.8%).
- Tower House, Chudleigh - **2** (18.2%).
- No response - **0** (0.0%).

