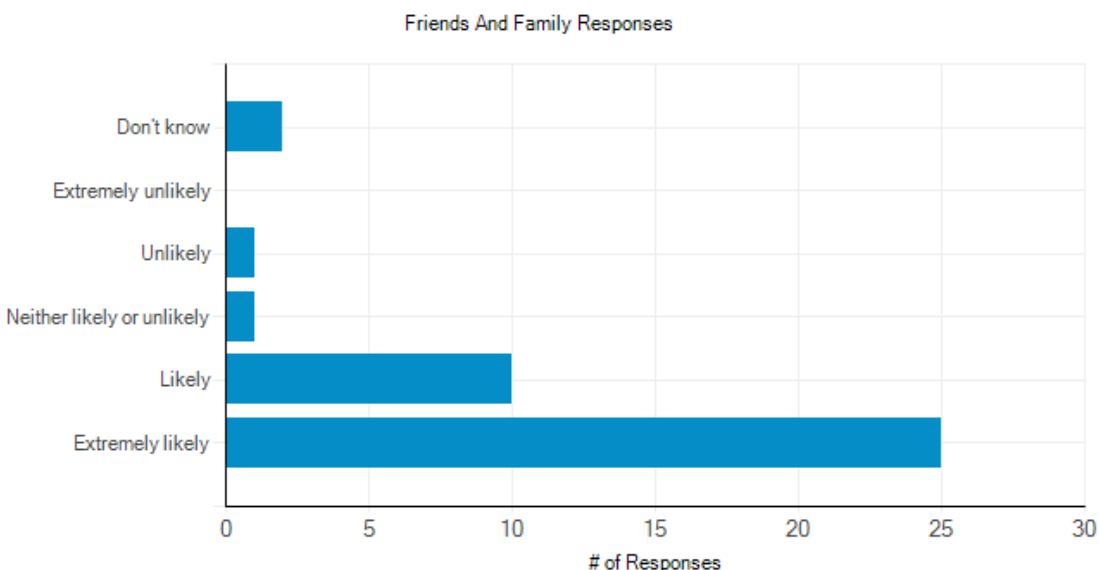


Friends and Family Test Results – July 2015
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

Helpful, GP listens, action and treatment promptly dealt with when needed.

Response #2:

Friendly, helpful doctors.

Response #3:

Excellent practice with a warm and friendly service.

Response #4:

Good facilities especially with pharmacy next door

Response #5:

The service and care provided by the surgery is very good not understanding the demands faced by all the staff from receptionists to medical staff.

Response #6:

We have never had any problems with our surgery, very helpful staff etc and great help from the doctors.

Response #7:

Caring, efficient treatment, willingness to listen to patient. Pleasant waiting room. I do have a suggestion though, when it is a training afternoon could the recorded message be different as I spent over half an hour on June 18th phoning in. I eventually checked the website for opening times.

Response #8:

99% efficiency over many years. I have dropped 1% as reception staff have not always been 100%, but we all get our off days!

Response #9:

Cannot fault you! Under extreme pressure the receptionists are always pleasant and helpful and can get an appointment if really necessary. Doctor's have time for you.

Response #10:

Excellent care today by doctor Vasquez who I did not know as registered with Dr Heather. She was extremely thoughtful.

Response #11:

I have a lot of medical problems and feel a nuisance constantly at the doctors but I am never made to feel that way by any member of staff. Very friendly and tentative. Only thing is trying to get appointments quicker. Other than that it's a brilliant surgery.

Response #12:

A good surgery, needs more doctors to cope with the intake of more patients due to more houses being built.

Response #13:

Friendly and helpful service. Gp is always welcoming and helpful.

Response #14:

I have never had any problems and have been able to make an appointment when necessary. The staff are always helpful.

Response #15:

Staff are always pleasant and helpful.

Response #16:

Because staff are very welcoming and understanding.

Response #17:

I have been dealt with courtesy when making an appointment.

Response #18:

Unhappy with the service. Constantly being thrown antibiotics. I think the cause of illness should be found and then the treatment.

Response #19:

Don't know as awaiting appointment still and investigations so can't really say.

Response #20:

Based on past treatment.

Response #21:

Because I have always had good service and help.

Response #22:

Always satisfied with treatment.

Response #23:

It is a helpful surgery.

Response #24:

I called in the morning and had firstly my phone call answered received good service and an appointment the same day.

Response #25:

As a retired nurse I am very happy here.

Response #26:

This is an efficient surgery with pleasant helpful staff.

Response #27:

Telephone appointments are not good when you work full time. It is embarrassing to have to leave the office and take a call in your car. There should be more one to one appointments with the GP's available.

Response #28:

My experiences have not always been good and some doctors I would not see again. Also not enough good doctors in this surgery.

Response #29:

No major issues, practice is very good and Dr Maybin extremely good.

Response #30:

The G.P follows things up very quickly.

Response #31:

Very friendly and courteous.

Response #32:

Generally friendly and very good with children who need to be seen urgently.

Response #33:

All the staff are always extremely helpful and pleasant.

Response #34:

I have always received a friendly welcome.

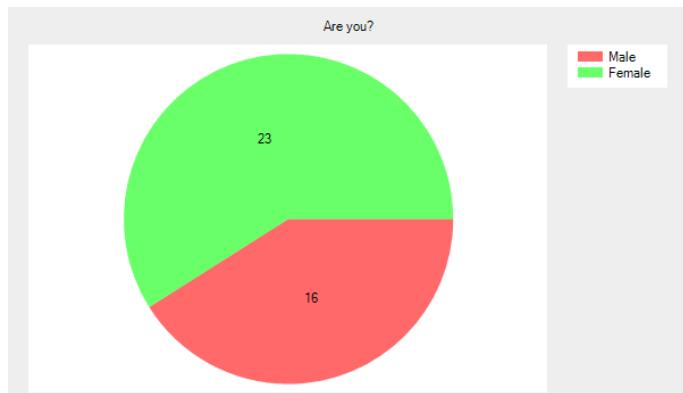
Response #35:

We would very likely recommend our practice. The staff in reception are very polite, professional and lovely. Doctor's and nurses are all as above. We are very lucky for a lovely surgery with lovely staff. Thank you everybody!

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

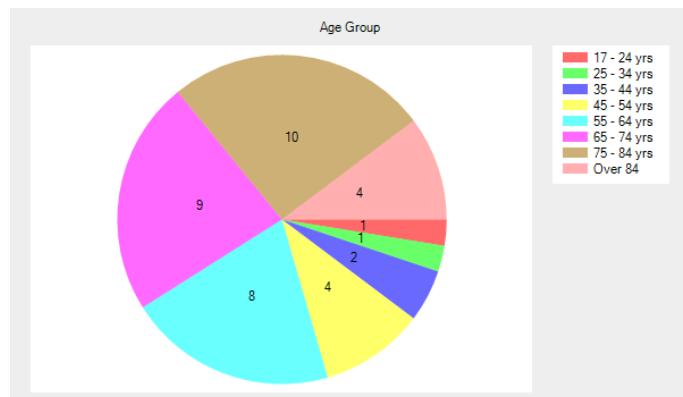
Are you?

- Male - 16 (41.0%).
- Female - 23 (59.0%).
- Prefer not to say - 0 (0.0%).
- No response - 0 (0.0%).



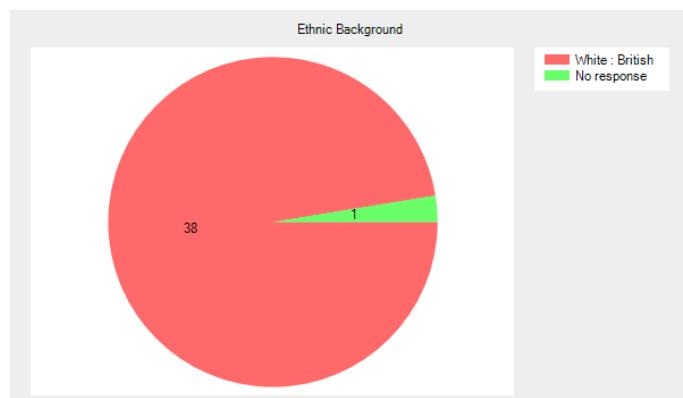
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **1** (2.6%).
- 25 - 34 yrs - **1** (2.6%).
- 35 - 44 yrs - **2** (5.1%).
- 45 - 54 yrs - **4** (10.3%).
- 55 - 64 yrs - **8** (20.5%).
- 65 - 74 yrs - **9** (23.1%).
- 75 - 84 yrs - **10** (25.6%).
- Over 84 - **4** (10.3%).
- No response - **0** (0.0%).



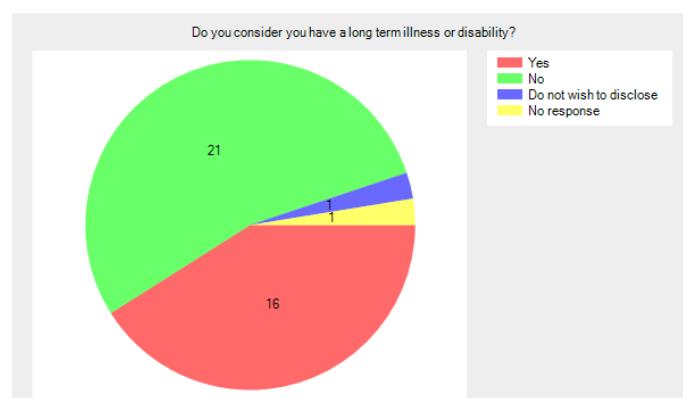
Ethnic Background

- White : British - **38** (97.4%).
- 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** (2.6%).



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

- Yes - **16** (41.0%).
- No - **21** (53.8%).
- Do not wish to disclose - **1** (2.6%).
- No response - **1** (2.6%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **33** (84.6%).
- Tower House, Chudleigh - **6** (15.4%).
- No response - **0** (0.0%).

