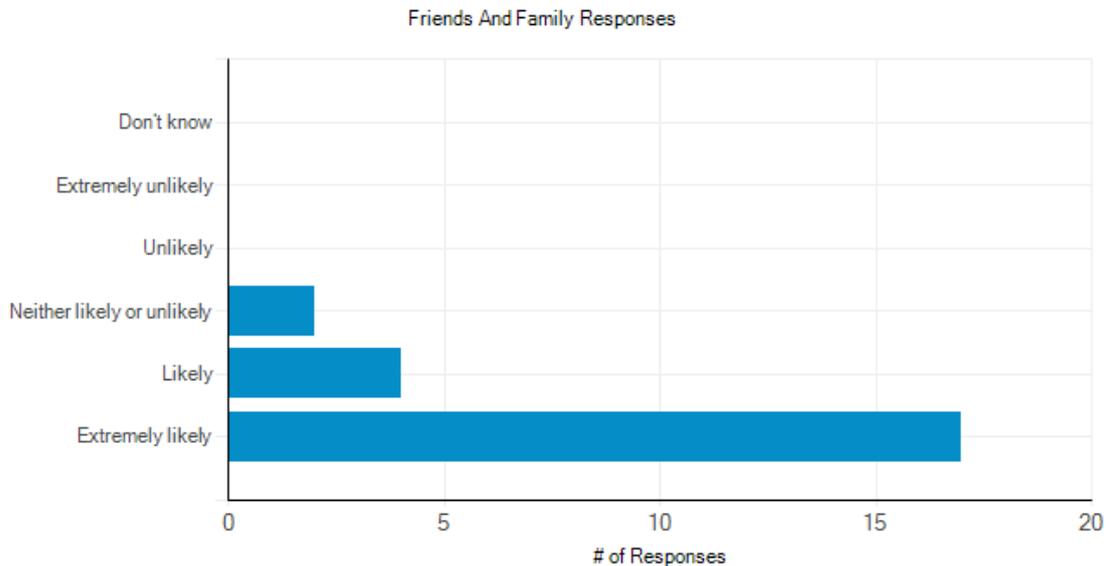


Friends and Family Test Results – July 2016
The Bovey Tracey and Chudleigh Practice



Comments received:

Response #1:

My health problem was considered carefully and the action recommended explained. Any questions I had were also answered fully.

Response #2:

Local surgery with consistently good service and access.

Response #3:

Always efficient, helpful and supportive from receptionists, nurses and GP's. They do a fantastic job.

Response #4:

Reassurance: I, the patient ask the questions; you, the practice, answer them perfectly with deference and patience in equal measures. Very impressive!

Response #5:

Visits to doctor or nurse are prompt, professional and courteous.

Response #6:

You are always helpful and kind.

Response #7:

Too long to wait for appointments. Phone calls are not always helpful.

Response #8:

Staff are friendly, helpful and my doctor is very good at answering questions and is very nice.

Response #9:

Helpful doctor. Good service from reception staff.

Response #10:

Everybody is extremely helpful and efficient

Response #11:

Doctors and staff are both sympathetic and efficient

Response #12:

Fantastic service, great outcome! Had physio and GP contact... all very impressive. Great!

Response #13:

Well received at all times!

Response #14:

Excellent demeanour from telephoning in and arranging a Monday am phone consultation with my own GP. He then rang me during the morning as I had been told - agreed best to see me re swollen legs and feet. I came for the appointment, given excellent advice and antibiotics, so I felt very reassured

Response #15:

Excellent service

Response #16:

Conscientious, caring and considerate in general. The odd nurse can be a little disgruntled; a warming smile means a lot.

Response #17:

One or two of the nurses can be a little sharp, whilst the others are lovely!

Response #18:

Excellent service - no complaints!

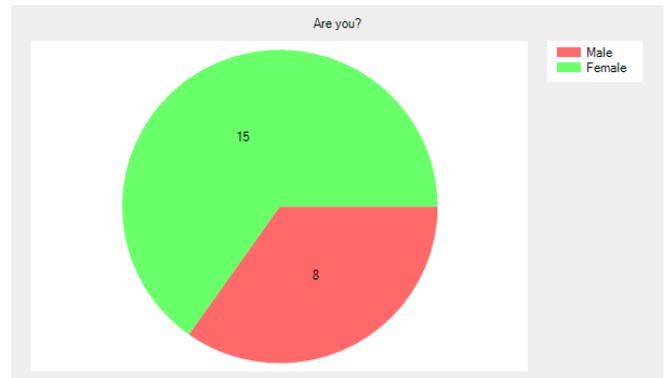
Response #19:

I arrived early at 8.25am and the surgery door was closed with information saying the surgery opened at 8.30am. There were several people waiting and a bench for people to sit. However, having run a practice myself, we always were open 15 minutes early at reception as well as the waiting room. This is a service NOT a shop and I feel patients should be allowed to come in especially in the Winter. If it were raining/cold etc patients would be at risk waiting outside. If the nurses appointment is at 8.30am, with the doors opening then at 8.30am the nurse is always on the back foot running 2-3 minutes late at best. Otherwise very satisfactory.

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

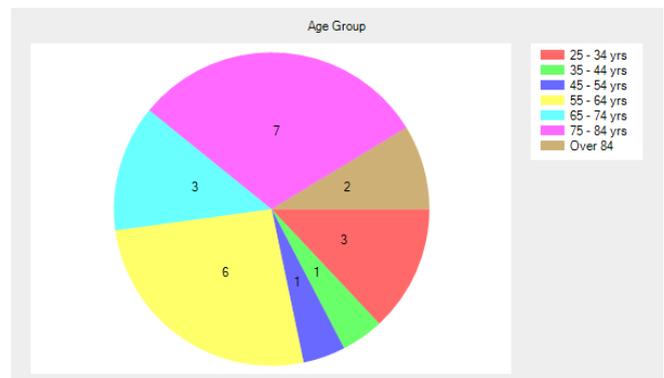
Are you?

- Male - **8** (34.8%).
- Female - **15** (65.2%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



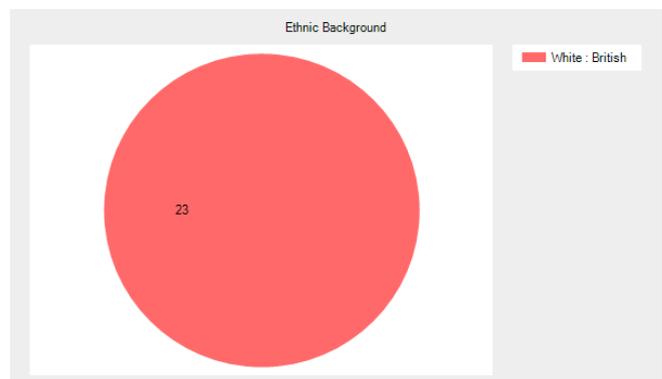
Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **3** (13.0%).
- 35 - 44 yrs - **1** (4.3%).
- 45 - 54 yrs - **1** (4.3%).
- 55 - 64 yrs - **6** (26.1%).
- 65 - 74 yrs - **3** (13.0%).
- 75 - 84 yrs - **7** (30.4%).
- Over 84 - **2** (8.7%).
- No response - **0** (0.0%).



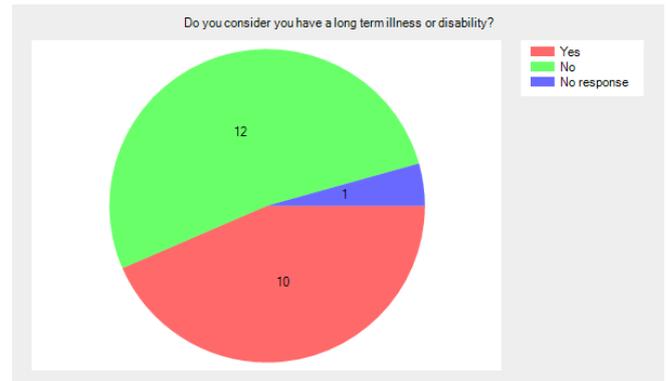
Ethnic Background

- White : British - **23** (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 - **10** (43.5%).
- No - **12** (52.2%).
- Do not wish to disclose - **0** (0.0%).
- No response - **1** (4.3%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **16** (69.6%).
- Tower House, Chudleigh - **7** (30.4%).
- No response - **0** (0.0%).

