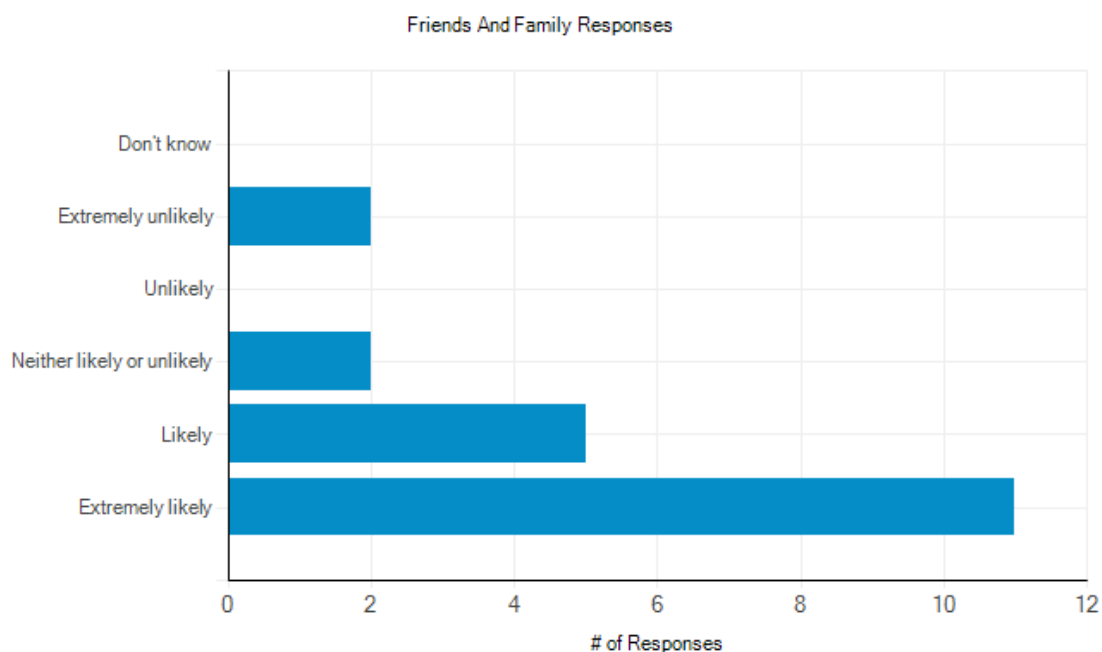


## Friends and Family Test Results – August 2020 The Bovey



### Tracey and Chudleigh Practice

#### **Comments**

##### Response #1:

I get the help I need when seen by my own doctor.

##### Response #2:

Booked in for an implant, except the doctor didn't order the implant. Other information was failed to be conveyed and completed in nearly 3 weeks. No one bothered to contact me to cancel the appointment, instead just let me turn up to be patronised and belittled. Obviously booked back to back appointments. Yet another bad experience of the practice and their appealing organisation.

##### Response #3:

Professional, friendly, available. All staff I have encountered have been excellent. Thank you

##### Response #4:

I would prefer to book my appointments online again. It's a difficult and time consuming to phone in.

Response #5:

Family don't live in area neither do friends

Response #6:

Have always been very helpful to myself and wider family

Response #7:

Approachable and willing to listen

Response #8:

My family have been with the practice for years now and have never had any issues, but unfortunately the sign of the times (housing estates popping up etc) I do feel that GP's don't have enough time to spend with patients nowadays, so personally I try to cope with any problems I may have rather than feel like I am taking up their valuable time.

Response #9:

In my personal experience Doctors, nurses and reception at this surgery have always been very kind and helpful giving me all the necessary attention that I have needed whether it be a follow up appointment or sending me to the hospital for further investigation.

Response #10:

Excellent efficient service.

Response #11:

I do not usually recommend things.

Response #12:

When I am ill, I consult a nurse or doctor. If I follow the advice given to me, I generally get better - or, at least, don't get any worse. It all seems to work quite well!

Response #13:

Very good efficient service

Response #14:

Very good efficient service

Response #15:

They are always very pleasant and helpful nothing is ever too much trouble

#### Response #16:

The Dr's, Nurses and reception staff do their very best to help and care

#### Response #17:

No faith in doctors there particularly when it comes to mental health conditions. A little bit of knowledge would go a long way.

#### Response #18:

Very helpful and supportive staff

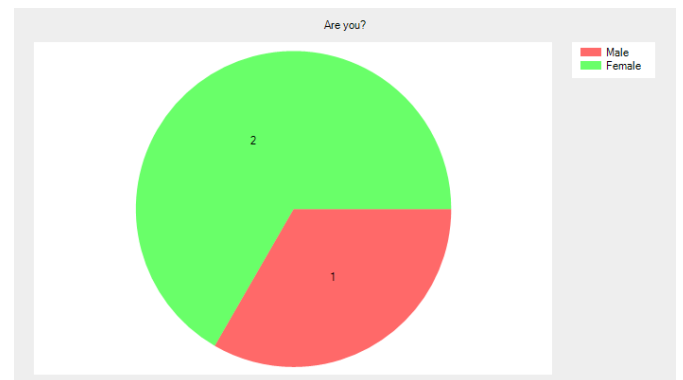
#### Response #19:

I have not visited you yet since moving to the area. Telephone communication has been good

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

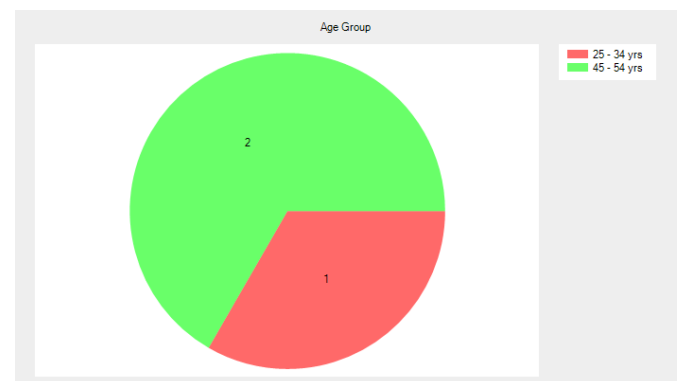
#### Are you?

- Male - **1** (33.3%).
- Female - **2** (66.7%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



#### Age Group

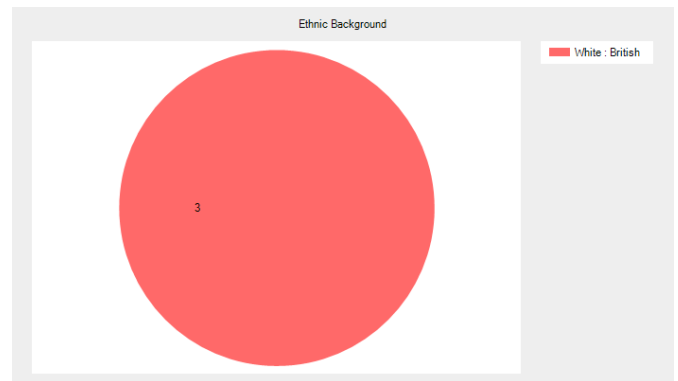
- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **1** (33.3%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **2** (66.7%).
- 55 - 64 yrs - **0** (0.0%).
- 65 - 74 yrs - **0** (0.0%).
- 75 - 84 yrs - **0** (0.0%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



## Ethnic Background

- White : British - **3** (100.0%).

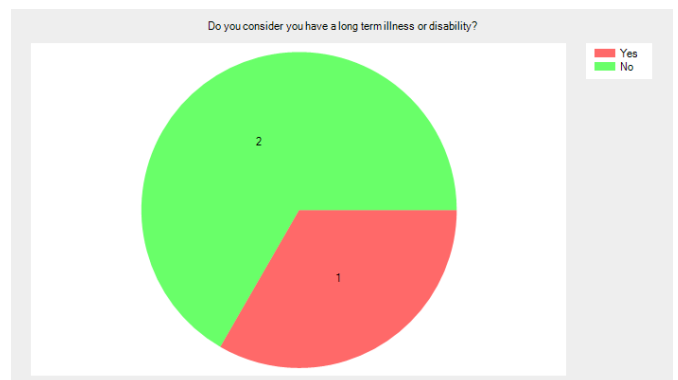
- White : Irish - **0** (0.0%).
- Mixed : White & Black Caribbean - **0** (0.0%).
- Mixed : White & Black African - **0** (0.0%).
- Mixed : White & Asian - **0** (0.0%).
- Asian or British Asian : Indian - **0** (0.0%).
- Asian or British Asian : Pakistani - **0** (0.0%).
- Asian or British Asian : Bangladeshi - **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 - **1** (33.3%).

- No - **2** (66.7%).
- Do not wish to disclose - **0** (0.0%).
- No response - **0** (0.0%).



## Which surgery do you usually attend?

- Riverside, Bovey Tracey - **1** (33.3%).

- Tower House, Chudleigh - **2** (66.7%).
- No response - **0** (0.0%).

