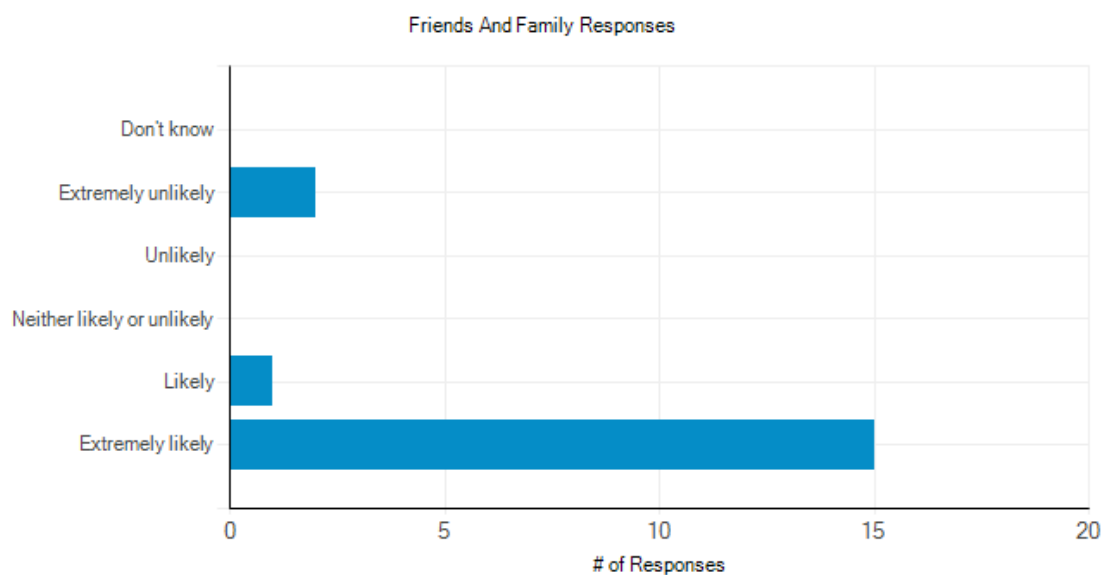


## Friends and Family Test Results – April 2019 The Bovey Tracey and Chudleigh Practice



### **Comments**

#### Response #1:

Extremely friendly and professional doctors and staff who are accommodating and do their very best for the patients.

#### Response #2:

Receptionists are generally pleasant and helpful. Dr Ben Ward most empathetic and professional. Excellent "Bedside Manner".

#### Response #3:

Every time I come in people are so helpful

#### Response #4:

GP - excellent care at all times Reception staff - helpful and informative

#### Response #5:

The phlebotomist was fantastic at taking my bloods - I am not a very good giver - Well done! Reception staff as ever, are superb and understanding, thank you.

#### Response #6:

Dr Oxenham is outstanding - his care, compassion and empathy towards myself and my family, including my special needs son is unbelievable. God bless Dr Oxenham.

Response #7:

Doctors and nurses are extremely helpful at all times. Always have the best of treatment from medical staff. The reception staff are always very helpful.

Response #8:

Very polite and helpful. Always seem very caring and concerned.

Response #9:

Very reassuring and clear. Left with a plan I understood and can help enact. Much appreciated.

Response #10:

When I had a very upsetting experience (miscarriage) Dr Oxenham was so kind and understanding. I really appreciated his kindness and it made a big difference to me. Thank you to him.

Response #11:

Excellent diagnosis and denouncement. Perfect!

Response #12:

I think access at Tower House is much improved in the last year or two, with better access to telephone triage appointments and duty GP where needed, also I've had a good experience with eConsult. I do not have any long term health conditions requiring routine care so can't comment on that, but overall compared with a few years ago when I was aware of lots of grumbles amongst my social group about poor access it feels that accessibility and general 'welcoming and friendly vibe' are back on track.

Response #13:

Really pleasant GP, reassuring

Response #14:

Great GP & great approach

Response #15:

Waiting times are too long - 3 weeks at present Dr rushed and had no time to listen to me. A series of appointments at 3 weeks apart, over 10 weeks to sort out and I am still waiting.

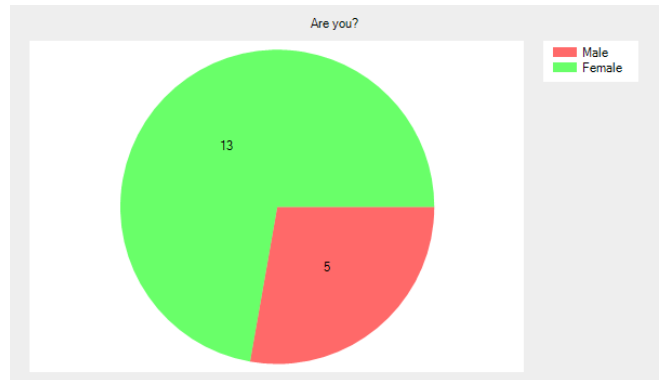
Response #16:

Brilliant care from experienced, kind, sensitive and thoughtful GP's. GP's see patients on the same day if urgent. GP's have given me lots of support and encouragement with regards to my medical background. I appreciate it a lot as I have been very stressed, ill and depressed with limited mobility and suffer with anxiety as well.

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

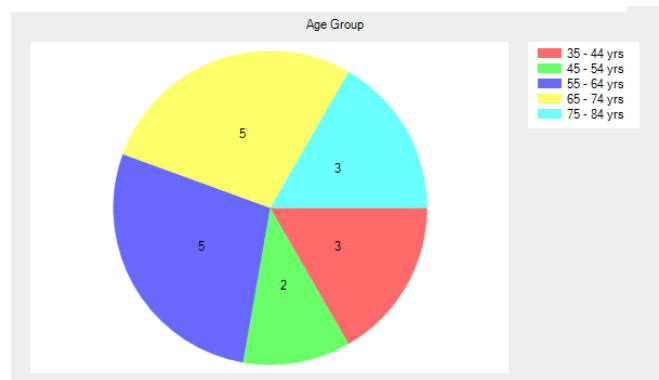
**Are you?**

- Male - **5** (27.8%).
- Female - **13** (72.2%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



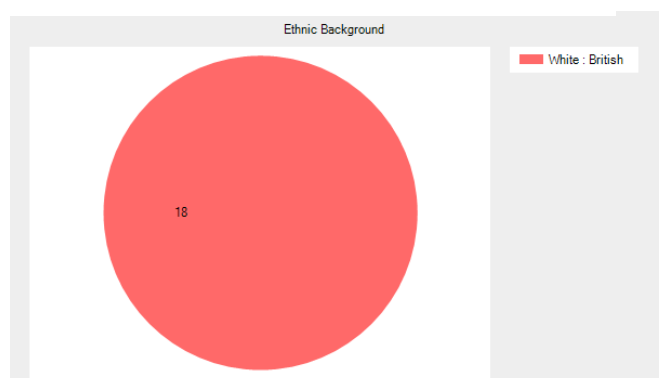
**Age Group**

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **0** (0.0%).
- 35 - 44 yrs - **3** (16.7%).
- 45 - 54 yrs - **2** (11.1%).
- 55 - 64 yrs - **5** (27.8%).
- 65 - 74 yrs - **5** (27.8%).
- 75 - 84 yrs - **3** (16.7%).
- Over 84 - **0** (0.0%).
- No response - **0** (0.0%).



**Ethnic Background**

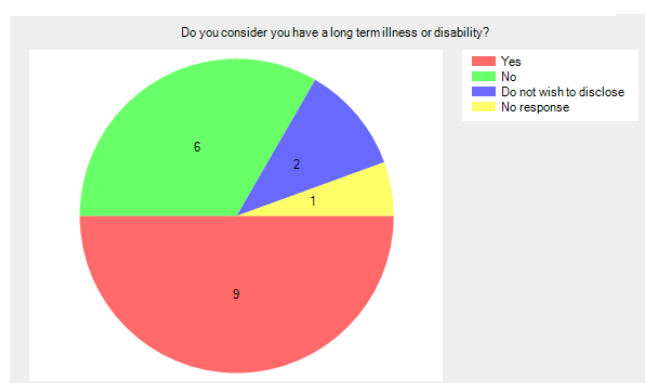
- White : British - **18** (100.0%).
- White : Irish - **0** (0.0%).
- Mixed : White & Black Caribbean - **0** (0.0%).
- Mixed : White & Black African - **0** (0.0%).
- Mixed : White & Asian - **0** (0.0%).



- 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 - **9** (50.0%).
- No - **6** (33.3%).
- Do not wish to disclose - **2** (11.1%).
- No response - **1** (5.6%).



Which surgery do you usually attend?

- Riverside, Bovey Tracey - **6** (33.3%).
- Tower House, Chudleigh - **12** (66.7%).
- No response - **0** (0.0%).

