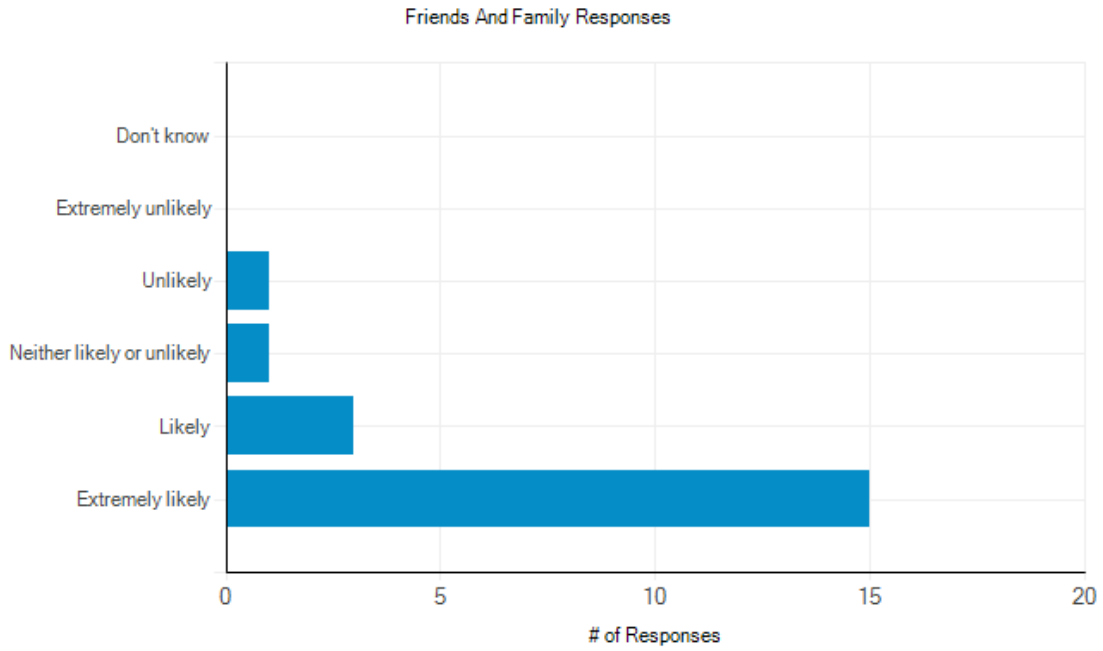
Friends and Family Test Results – April 2022
The Bovey Tracey and Chudleigh Practice



Comments

Response #1:
I have always enjoyed great careful attention from all practice staff. I have many health needs and have always felt that the doctors and nurses are there for me. It is a wonderful feeling to be cared for so kindly and expertly. Thank you

Response #2:
The practice is excellent - all the staff I have encountered have been kind, professional and helpful even during the most difficult of times. Thank you all for your amazing service.

Response #3:
I have found the GP's brilliant (despite the frustration of feeling I'm offered the 'cheapest option first' treatment regardless of whether this might actually be the BEST option/solution. This can result in weeks/months of return visits which in the long term isn't saving the NHS money. My personal experience of the administration at the surgery has been archaic. A hospital referral not made because the typist (yes those were the actual words used) was unable to look up the Nuffield consultants email address on the internet. I had to do this myself and phone back with it! So, my

referral was just left in a typing tray for 2 weeks until I chased what was happening. There was no phone call asking me for this information or to let me know my referral hadn't happened. I do find the lack of initiative and communication with regard to administration like something out of the dark ages. After the third error of the admin team forgetting to attach my scan image to the email sent to my consultant, the receptionist at Tower House did apologise for the succession of administrative errors. I just don't have faith in the administrative side of Tower House surgery which is a shame as I read your Newsletter and see you are doing such a lot of amazing work in terms of healthcare and medicine.

Response #4:
The doctors I have spoken to have both been very compassionate and professionally curious - eliciting information I may have otherwise neglected to share. Appointments have generally been available when requested, and useful information is shared. The patient newsletter is an example of the 'above and beyond' efforts, keeping patients informed in a way I have not previously experienced at other surgeries, and which makes me as a stakeholder feel invested.

Response #5:
The doctors I have spoken to have both been very compassionate and professionally curious - eliciting information I may have otherwise neglected to share. Appointments have generally been available when requested, and useful information is shared. The patient newsletter is an example of the 'above and beyond' efforts, keeping patients informed in a way I have not previously experienced at other surgeries, and which makes me as a stakeholder feel invested.

Response #6:
Amazingly good access and fast appointment. Very friendly and professional staff. I cannot speak too highly of the service. Doctors make time to explain thoroughly and answer any questions. Thank you

Response #7:
Excellent telephone response from receptionists and subsequent telephone consultation or appointment with GP. I had no problems at all in this regard, during the pandemic. I was most impressed with the excellent service I received.

Response #8:
Sensible telephone system Patient information excellent

Response #9:
Satisfied throughout

Response #10:
Hard to get an appointment. It is assumed that if you need to use the surgery services then you are too ill to work or do not work. More appointments needed for working people. 7:15 onwards for bloods and after 5:30 for doctors.

Response #11:
Flu vaccination proceeded smoothly

Response #12:
On time and efficient.

Response #13:
Staff very welcoming

Response #14:
I feel very lucky to have access to these surgeries. I have experienced short waiting times on the phone and also find the online services very useful. I most recently visited Riverside but have attended Tower House in the past also, and the level of service was equally high on both occasions. Both GPs I have interacted with have been not only highly competent but very understanding to my needs. All other staff I have encountered; nurses, HCAs and receptionists have been professional, helpful and kind too. I thank you all for your hard work.

Response #15:
Fast appointment, reassuring, treatment worked

Response #16:
After my first appointment I had several follow up phone consultations and further face to face appointments for ongoing problems - I could not fault my treatment. First class as always

Response #17:
Never seem to get a visit. Can't remember the last time.

Response #18:
Telephone consultation with GP who displayed empathy and concern.

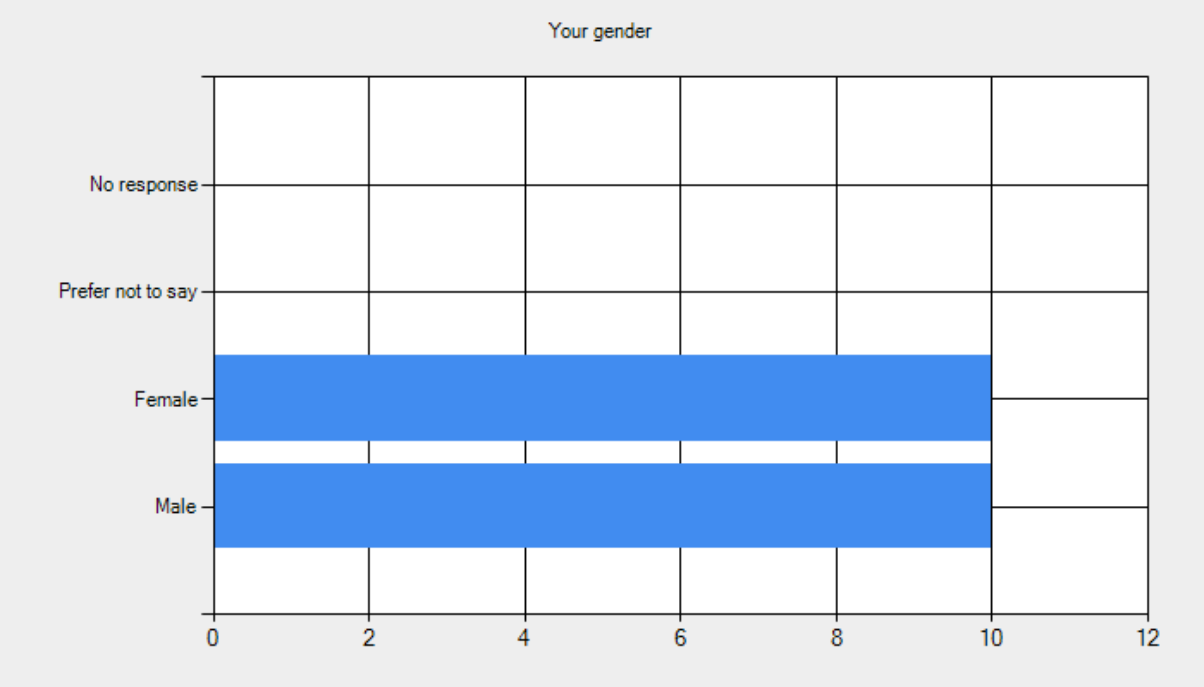
Response #19:
Doctor was very efficient, considerate to my feelings and progressed my referral for an x-ray and physio appointment.

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

Your gender

- Male - **10**.

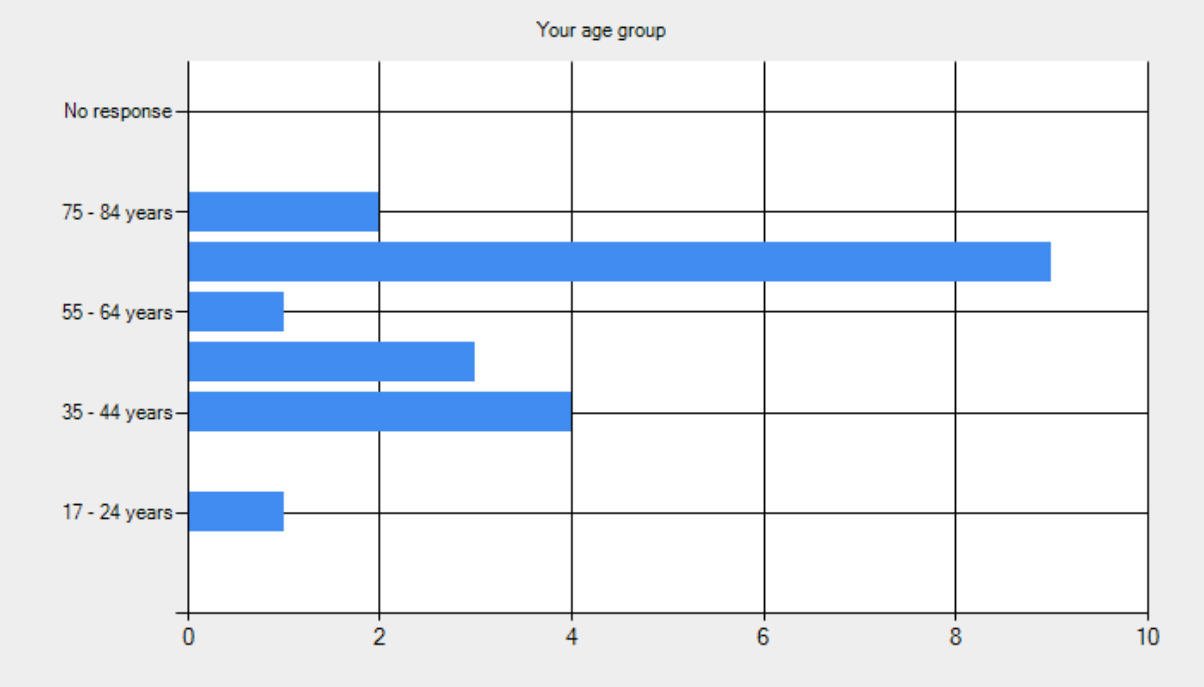
- Female - **10**.
- Prefer not to say - **0**.
- No response - **0**.



Your age group

- under 16 - **0**.

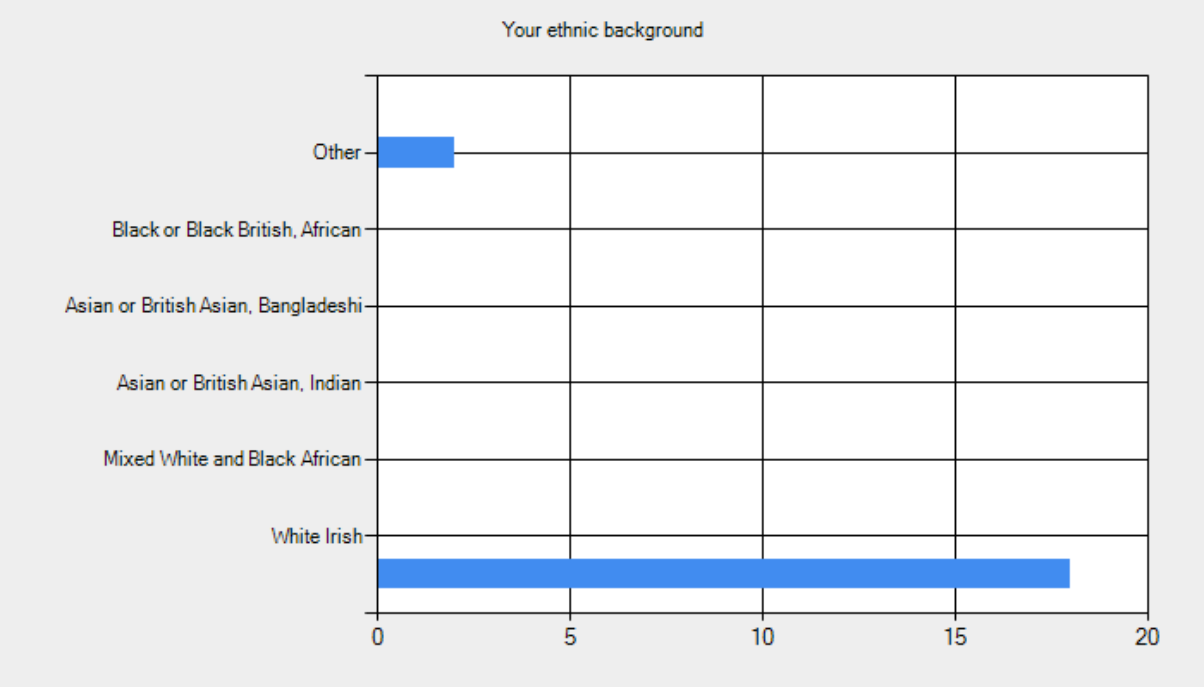
- 17 - 24 years - **1**.
- 25 - 34 years - **0**.
- 35 - 44 years - **4**.
- 45 - 54 years - **3**.
- 55 - 64 years - **1**.
- 65 - 74 years - **9**.
- 75 - 84 years - **2**.
- over 84 years - **0**.
- No response - **0**.



Your ethnic background

- White British - **18**.

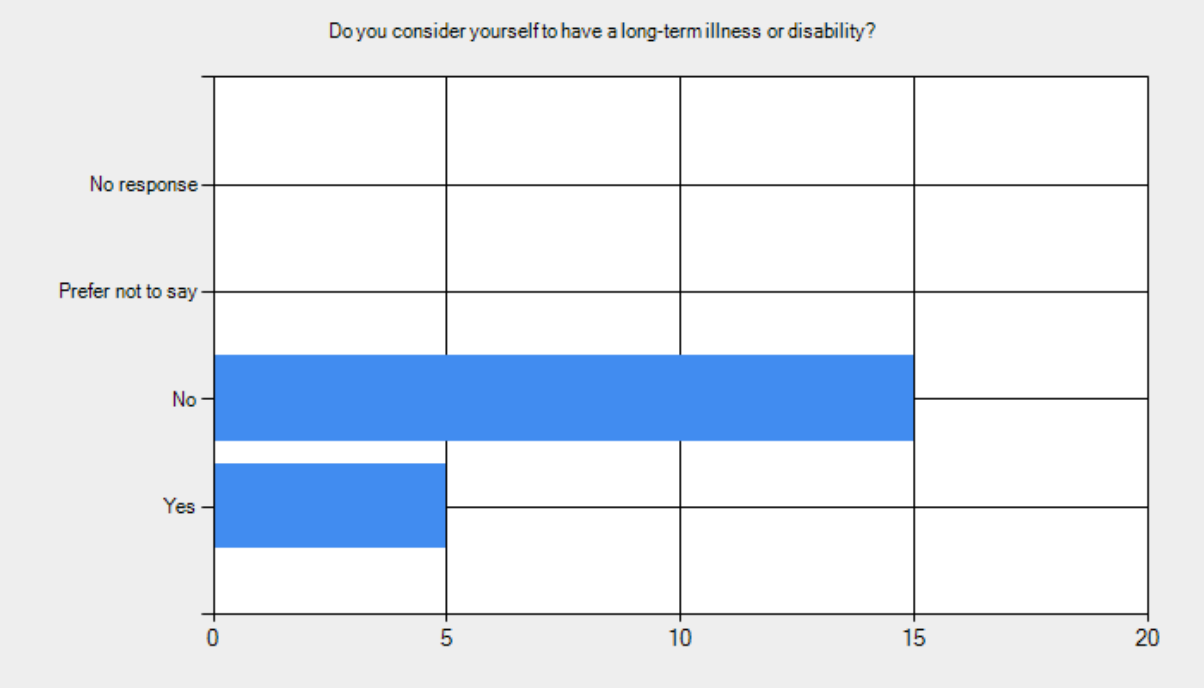
- White Irish - **0**.
- Mixed White and Black Caribbean - **0**.
- Mixed White and Black African - **0**.
- Mixed White and Black Asian - **0**.
- Asian or British Asian, Indian - **0**.
- Asian or British Asian, Pakistani - **0**.
- Asian or British Asian, Bangladeshi - **0**.
- Black or Black British Caribbean - **0**.
- Black or Black British, African - **0**.
- Chinese - **0**.
- Other - **2**.
- No response - **0**.



Do you consider yourself to have a long-term illness or disability?

- Yes - **5**.

- No - **15**.
- Prefer not to say - **0**.
- No response - **0**.



Are you the

- Patient - **20**.

- Carer - **0**.
- Guardian - **0**.
- No response - **0**.

