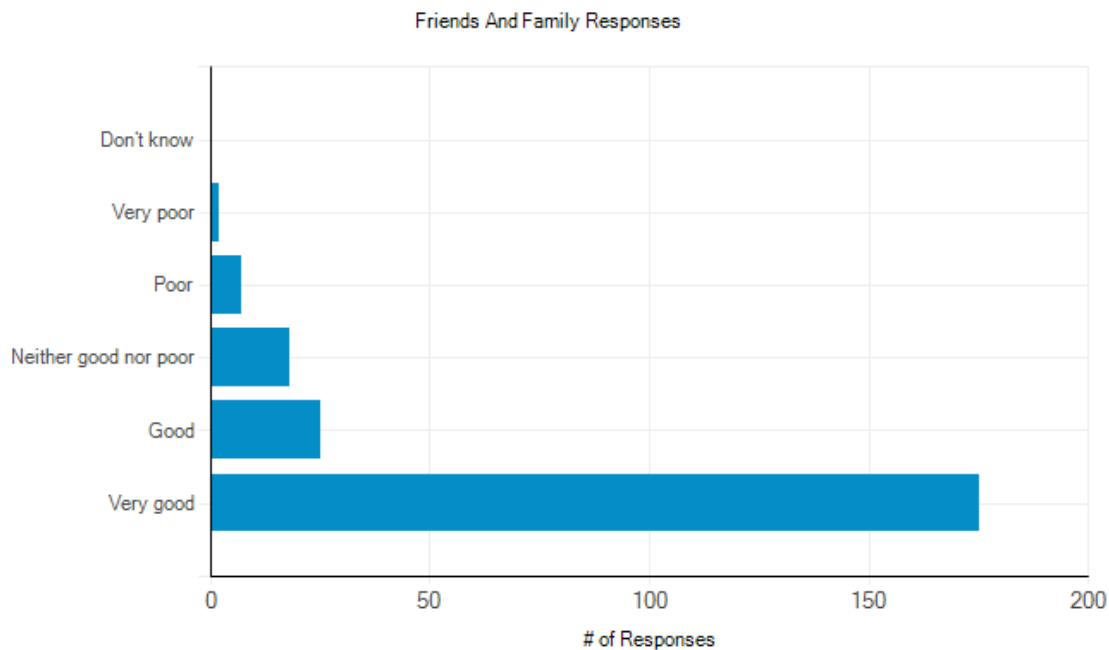


## The Bovey Tracey & Chudleigh Practice

### Friends & Family Survey Results

**Month: May 2024**

Please see our Friends & Family Survey results for this month below, with 88% of patients rating us as good or very good.



Below are a few of the comments received: -

#### Response #1:

I emailed details of my medical problem. Within an hour the doctor called. We discussed and I was asked to pop in for face to face. Following discussion etc blood was taken and clear plan made. 30 hours later I received a tele call from the doctor. Results discussed and future plan agreed. Brilliant great help from the doctor. A huge thank you.

#### Response #2:

Very professional caring and understanding of my needs.

#### Response #3:

Excellent experience all round. Kind and caring but efficient doctor. Really child friendly too. Other staff we encountered were friendly and helpful. Thank you.

Response #4:

Always feel the practice had my best interests in mind and I feel confident in the advice I'm given.

Response #5:

The nurse got my blood first time. This does not always happen.

Response #6:

Very good and helpful

Response #7:

Always seen on time by nursing team who are all very professional and kind. Really grateful for the practice and all the staff in it.

Response #8:

I was very pleased how my problem was looked at and Dr mills was very helpful in helping me to get the right help.

Response #9:

Effective and concise information provided in a professional but friendly manner.

Response #10:

Quick response, effective action.

Response #11:

I asked to have contact with someone to discuss blood pressure meds as I was suffering side effects. Instead, I was given an appointment with the healthy heart clinic. This told me what I already knew. I felt somewhat that the nurse wasn't pleased with my choices to stop the medication and she then referred me on. I'm still waiting for the outcome of that and after 2 weeks am still in the same situation.

Response #12:

Appointment was in time.

Response #13:

Problem dealt with efficiently & feeling. Telephone appointment on time.

Response #14:

I was seen on time and the nurse greeted me in a friendly and professional manner. I didn't even feel her taking my blood for the PSA test. The appointment concluded with some sociability regarding a local event. Nothing could have been improved upon.