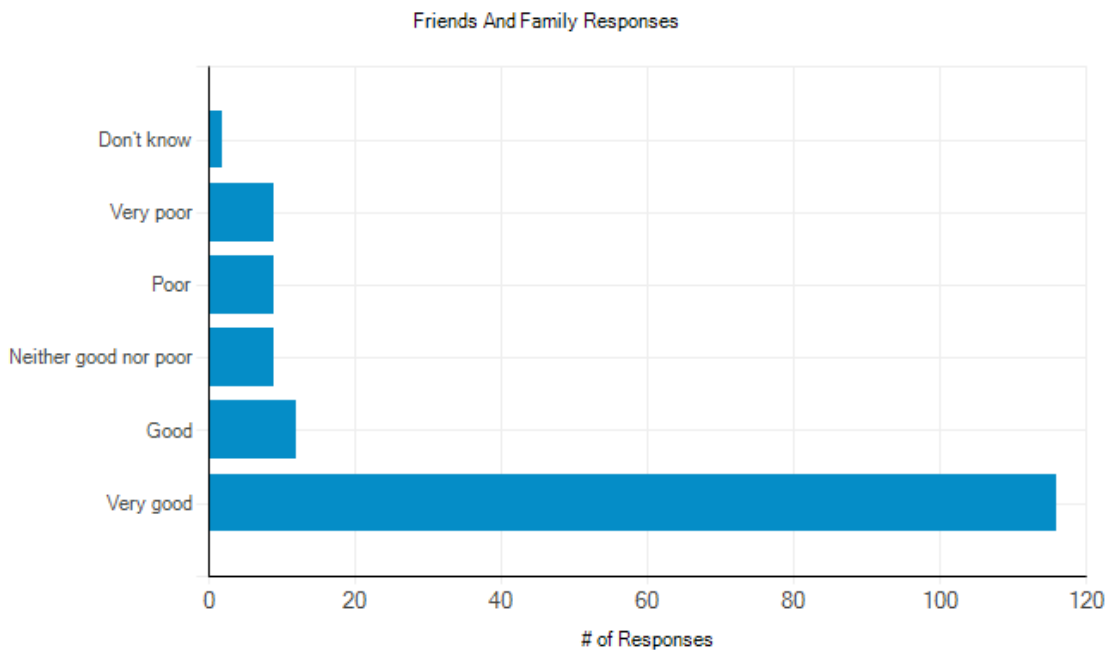


## The Bovey Tracey & Chudleigh Practice

### Friends & Family Survey Results

Month: September 2024

Please see our Friends & Family Survey results for this month below, with 82% of patients rating us as good or very good.



Below are a few of the comments received: -

Response #1:

Excellent approach from my initial email of symptoms/concerns, Dr Bialick's phone consultation, tests and then face to face appt with him.

Response #2:

Very difficult to get a face to face appointment, when I did Dr Oxenham was brilliant.

Response #3:

Appointment on time. Blood taken very quickly and professionally and informed of when the results would be ready to view. Thankyou

Response #4:

As always, very friendly and prompt service

Response #5:

Always a good experience at Riverside. Lovely receptionists, great nurses, fabulous doctors Thank you everyone

Response #6:

Attended for regular blood test arrived just before appointment time registered in and was all completed within 5min.

Response #7:

I was contacted that my appointment would be slightly later, due to sickness. Very happy with that.

Response #8:

Absolutely fine

Response #9:

I was seen on time and left 3 minutes later.

Response #10:

The nurse was brilliant

Response #11:

The nurse I saw today was truly amazing . Checked everything and talked things through...

Response #12:

Although I sought an earlier appointment I understood the reasons why one could not be given.

Response #13:

I received very good service in my asthma review but felt it was a little unnecessary. My asthma is extremely well managed (as would be obvious from my health record: no steroids, minimal prescription requests for medication) and I've had the condition for over 30yrs so felt the inhaler demonstration unnecessary. However, I appreciate any face to face time with clinicians. I just felt on this occasion their time would have been better used elsewhere!

Response #14:

Professional help and caring treatment!

Response #15:

I had to wait 18 mins to speak to reception but once through my phone call was professional and polite I requested Gp phone call and I received it within 2 hrs . The service was very good

Response #16:

I arrived a day early, my fault, must have early dementia.

Response #17:

There is usually room to park the motor car and the appointments are always just about on time which these days is very good.