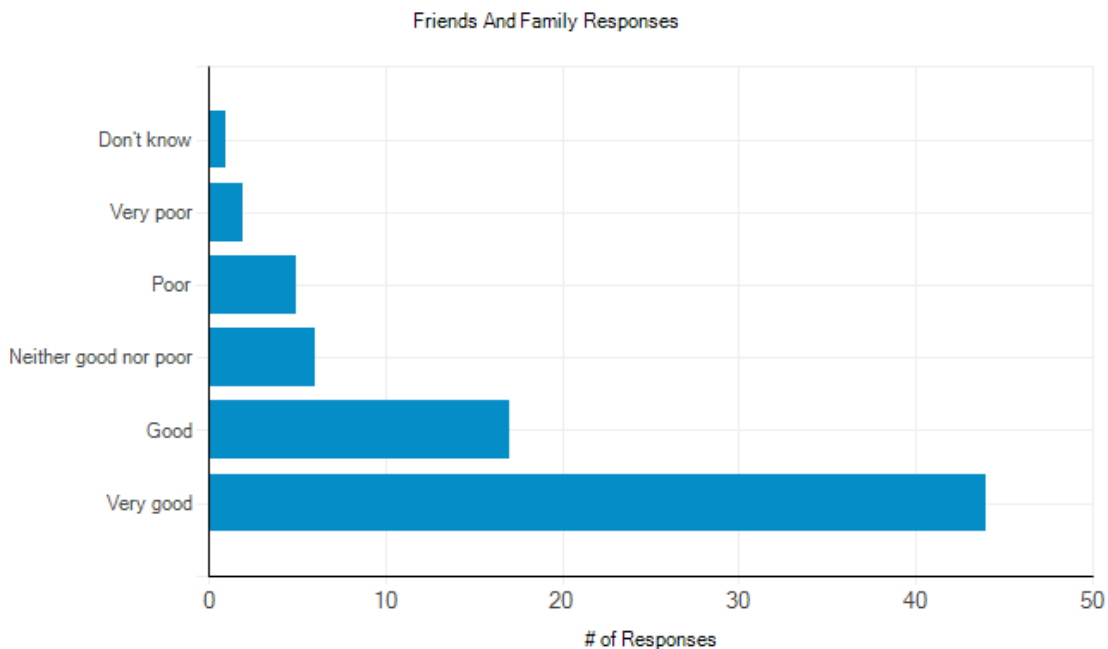


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: August 2024

Please see our Friends & Family Survey results for this month below, with 81% of patients rating us as good or very good.



Below are a few of the comments received: -

Response #1:

My appointment was on time and the nurse, Jane, was very pleasant and cheerful.

Response #2:

Practitioners and staff are always polite and very helpful, and treat the patient with respect.

Response #3:

Nothing could have been better. I came out of the surgery in a much higher spirit than I went in. Carol was super seemed to have all the time in the world for me.

Response #4:

The Dr listened to my issue and then provided practical self help advise

and also referred me further. He treated me with care and respect and explained medical terms to me in a clear manner.

Response #5:

Generally, the system in place is prompt and well run. The phone reception staff are helpful and the online booking service us very useful. I have had no experience however, of needing a visit or a Dr's appointment on the day.

Response #6:

Fast, efficient and friendly. Great care and advice given by both nurses one for blood test and HRT annual check up with Paula. Lovely experience thank you ladies

Response #7:

Very happy that a quick appointment was available. It was a successful and reassuring visit.

Response #8:

I feel that my daughter's urine sample could have been dipped for initial signs of an infection so a treatment was provided quicker. I also feel that if I had received a phone call last night instead of a text to say she had an infection I would have got her prescription sent to a pharmacy that was open instead of leaving her another day untreated.

Response #9:

I was attending for an injection. I had had a message from the surgery the day before asking me to contact Carol for a respiratory review. However no appointments were available so why contact me? . The appointment for the injection was fine.

Response #10:

I am very surprised that a Dr can diagnose a problem over the phone

Response #11:

Organised, practical, professional, thoughtful

Response #12:

The doctor was thorough and once he had attended to my current problem, he indicated that my patient records showed I needed folic acid and Vitamin D... He also advised further blood tests... I am impressed... Thank you