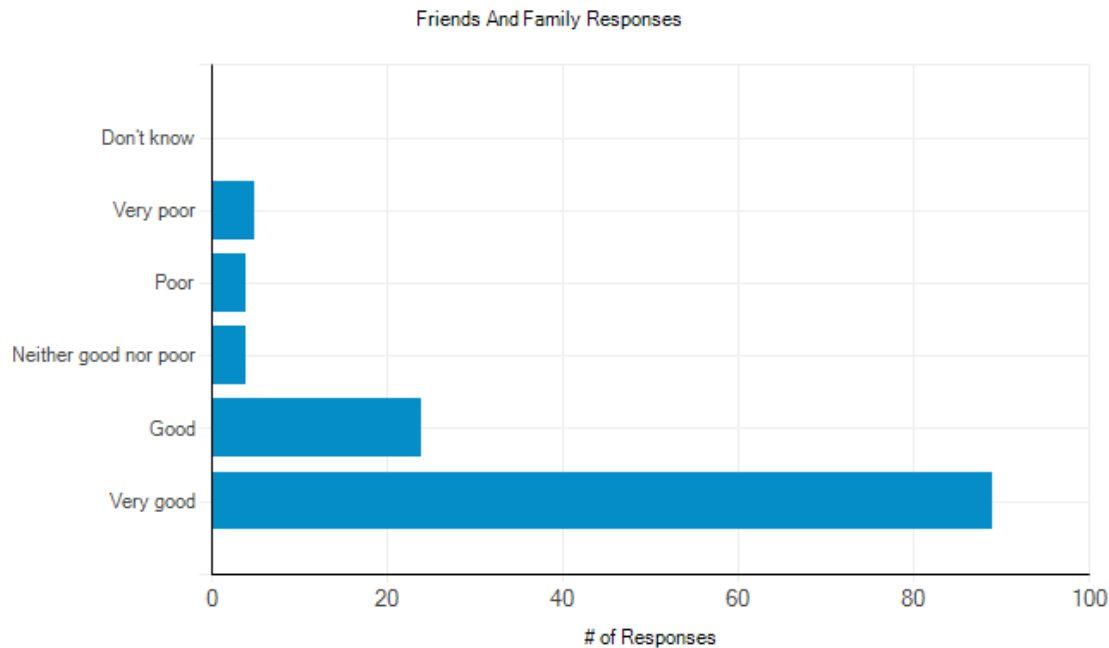


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: March 2025

Please see our Friends & Family Survey results for this month below, with 89% of patients rating us as good or very good.



Below are a few of the comments received: -

Response

Practise Nurse sympathetic to my condition.

Response

The nurse we saw was so good with the children during their review, so patient, thorough & caring. Her knowledge and attention to detail was exceptional. Thank you.

Response

My GP was exceptional, she has been super supportive, kind and friendly throughout my illness. The only suggestion I would make is to try and improve the online system. I found this difficult to navigate and ended up having to call to arrange my initial appointment. The practice staff are all super helpful but it seem like their hands are tied by the online system usage rules and they are limited in how they can help except in very specific circumstances.

Response

Always do everything you can to help me

Response

Email was picked up quickly and my request for a call that same day was implemented

Response

Very nice doctor

Response

Receptionist friendly and patient. Doctor on phone clear and encouraging

Response

Dr appointment was good. Unhappy my way overdue blood test made purposefully for the same day was cancelled with no explanation

Response

On time, very friendly and efficient. Blood test painless just waiting for results.

Response

Appointment on time and the nurses were very friendly and efficient. My only slightly negative comment I was advised my results would be back by Wednesday . So awaited a call on this day. However I am still awaiting these and will call the surgery tomorrow. I assume they were late coming back?

Response

I began coughing whilst the doctor was on the phone to me and I had to pass the phone to my husband the doctor was very patient with me

Response

I believe I was triaged very quickly and the appropriate action taken.

Response

I am constantly in awe of the endless care and patience exhibited by all staff at bot Tower House and Riverside surgeries.

Response

Very polite and informative. I was disappointed the follow up appointment requested was not available due to staff shortages. Hopefully it will be sooner than later. The system by which to get an appointment is a bit confusing and would probably put off elderly people who have no family to help.

Response

My routine oncology blood test, with the ace phlebotomist.

Response

Very happy with the service, GP was thorough and friendly

Response

Fast friendly and caring service!

Response

Quick an efficient

