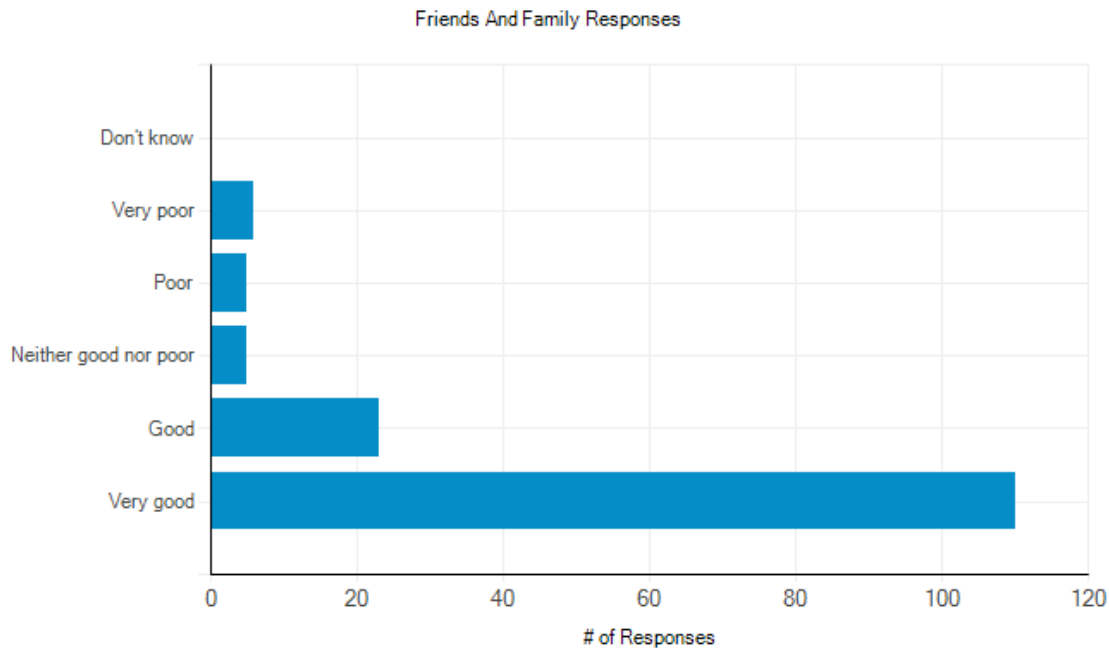


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: June 2024

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 01:

In this instance my experience was good, telephone call came earlier than the time I was given however I was available to take it. Dr was helpful and explained things well. A new prescription is ready for me to collect. So it was a positive experience. I've rated 'good' opposed to 'very good' due to, unfortunately, a recent previous experience whilst trying to book an appt.

Response 02:

Staff are friendly and received very efficient service for my daughter on both occasions when needed an urgent appointment. Thank you very much!

Response 03:

Doctor very helpful and pleasant . Reception not as pleasant as they usually are.

Response 04:

Very thorough explaining the results of my MRI over the telephone.

Response 05:

Firstly, spoke to one of the receptionists to arrange an appointment and who showed a kind and respectful nature, then to one of the doctors who was very understanding and had time to listen to what I had to say. Will follow up on advice given. First rate, I'd say!

Response 06:

I have wanted to write to your surgery and chemist shop before. You both have excellent service and work together exceptionally well. I've found the reception ladies very helpful and polite while doing a difficult job. The doctors as a community we are so very grateful and fortunate.

Response 07:

The receptionist was very pleasant and helpful.

Response 08:

Although I fear been nagged into making an on line referral during my conversation with the GP I wasn't made to feel I had wasted her time which was reassuring on my part.

Response 09:

Very helpful phone consultation.

Response 10:

Proactive forward thinking, polite and always helpful.

Response 11:

The doctors are sympathetic and knowledgeable. I have been with practice 30years.No problem. Proper Job.

Response 12:

Very polite staff. Dealt with my enquiry efficiently and professionally.

Response 13:

Excellent nurse, very professional and friendly.

Response 14:

Can usually get telephone consultation same day.

Response 15:

The doctor was very caring and explained everything to me. Very impressed.

Response 16:

Great service.

Response 17:

The Dr I saw was very pleasant and helpful.