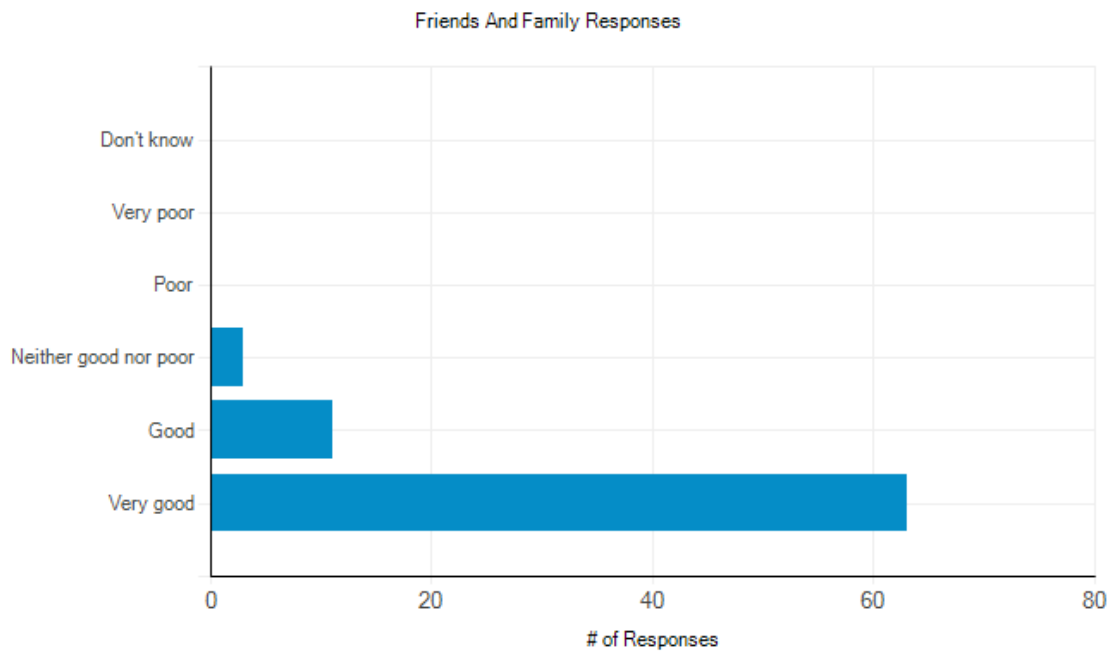


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: January 2024

Please see our Friends & Family Survey results for this month below, with 96% of patients rating us as good or very good.



Below are a few of the comments received: -

Response #1:

Telephone appointment given very quickly. Doctor extremely thorough in his explanations. Prescription issued which was available to collect within an hour. Very impressed, and thank you, as I was feeling quite rotten!

Response #2:

The phone was answered quickly, the GP called me within an hour or so and I was seen at the surgery later the same morning.

Response #3:

As always my visit to Riverside was excellent. Thank you very much.

Response #4:

Consistent treatment excellent service from reception and medical staff helpful and prompt attention

Response #5:

My problem was dealt with very promptly - called first thing Monday morning, call back from a GP within 15 minutes, and appointment with the paramedic to check me over within a further half hour. From first calling to being back home all sorted in about an hour, I appreciate it might not always be this quick for everyone but every person I dealt with along the way was patient, thoughtful and professional.

Response #6:

The practice is exceptional. Access to appointments is outstanding, attitude of all staff is exemplary, patient coms is excellent. Despite incredibly difficult times in primary care you have managed to provide an amazing service.

Response #7:

Nurse was professional, friendly and helpful. Explained what she was doing and took the details she needed to. Environment was tidy, comfortable and clean.

Response #8:

Very helpful and friendly receptionists and doctors

Response #9:

Wonderful professionalism attention and kindness shown throughout the appointment.

Response #10:

Nurse was professional, friendly and helpful. Explained what she was doing and took the details she needed to. Environment was tidy, comfortable and clean.

Response #11:

My first visit to the surgery and I was greeted by a very helpful, friendly HCA for my health check.

Response #12:

Excellent service, treated me with compassion and put me at ease. Validated my concerns and felt I was being listened to. A great effective practice. Observing from the waiting room it would be great to have something to read. The displays we're informal and proactive to enable people to help themselves. Thank you