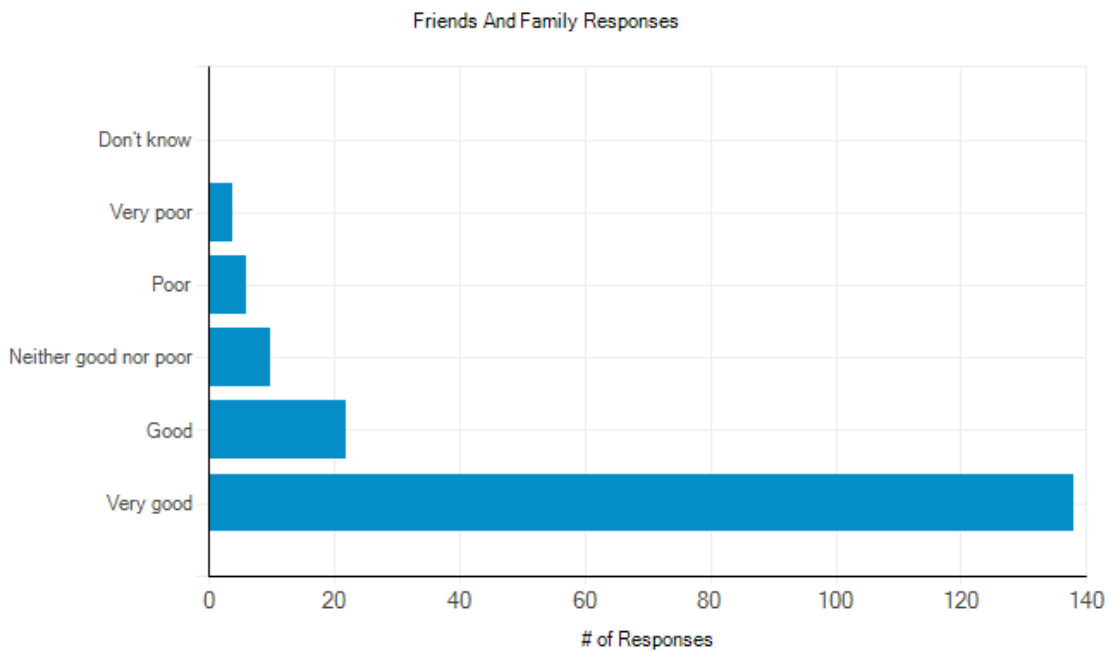


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: January 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 #1:

It was almost running on time with staff that were professional. I felt listened to and treated with respect.

Response #2:

Could not wish for a better practice

Response #4:

Very efficient, timing perfect nurse very pleasant.

Response #5:

Once we sussed out how to get into the online triage it worked well with contact with the surgery within 40 minutes and face to face, or telephone appointments offered.

Response #6:

Maybe it'd my age but I've always received good treatment. I'm sure all doctors are good but my hat goes off to Dr Collins and Dr Russell

Response #7:

I completed the online form for the first time (I had heard a lot of negative comments about the new appointment booking system). A very caring Dr Brook telephoned me within two hours and discussed my issue with me patiently. I am now booked in for blood tests within the same week. Thank you.

Response #8:

Always friendly and helpful !

Response #9:

The receptionist yesterday dealt with my query and phoned me back with an answer so pleased about that ,I was upset last year because I referred by the surgery to torbay hospital and received terrible treatment from that consultant which has damaged me so I'm still trying to get over that .

Response #10:

Professional approach,and courteous

Response #11:

I am so looked after between my two drs. (Collins and ward) I feel like I am getting the help I need. The compassion is next to none. I'm very lucky

Response #12:

Sometimes very good. Then on another day could do better

Response #13:

I had a good experience

Response #14:

After completing the online consultation form I was contacted very quickly and offered an appointment that day. I had a very thorough consultation with the doctor and thought the service was excellent.