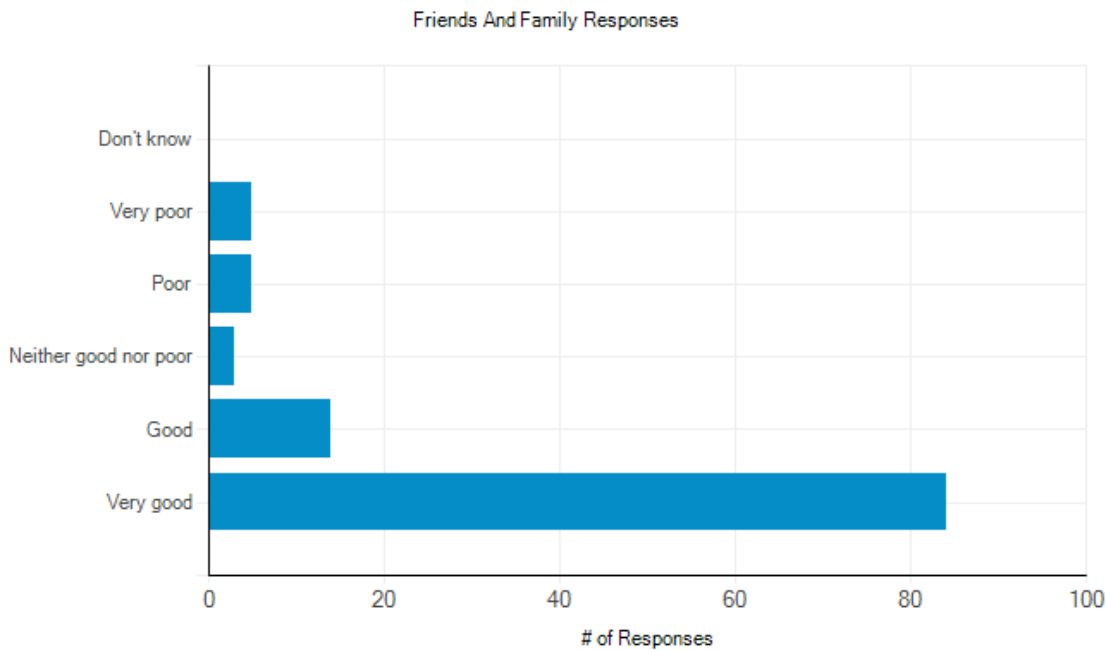


## The Bovey Tracey & Chudleigh Practice

### Friends & Family Survey Results

Month: December 2024

Please see our Friends & Family Survey results for this month below, with 87% of patients rating us as good or very good.



Below are a few of the comments received: -

#### Response #1:

I contacted the practice in the morning and very soon someone called me back to book me in that day with a GP. I was given a face to face appointment by GP following a telephone call and Dr Mills was excellent and so kind.

#### Response #2:

my wife rang to check if she needed to have a blood test about 5pm on Monday. The person she spoke to was all the usual things that happen, the issue clarified and sorted. The thing that strikes us was not just the efficiency which was great was the kindness in her voice and the way she spoke transmitted how she wanted to help and solve the issue. This was later in the day, goodness knows how many calls this person had answered

yet and yet with my wife it was like the first of the day. this has such a positive effect on us, thanks so much.

Response #3:

Blood test - very gentle!

Response #4:

Booked my blood test on line, very easy to do.

Response #5:

First time visiting and it was very welcoming and efficient.

Response #6:

Sally was very prompt to see me. Thorough and professional. Extremely helpful. Thank you.

Response #7:

Can't fault the practise. My only negative comment is that when you are really poorly using system connect is very challenging.

Response #8:

As always the service with Tower House is very good. I've had a number of Health issues this year and they've always managed to fit me in somehow.

Response #9:

Seen at the correct time. Staff friendly and helpful and efficient.

Response #10:

Very friendly and amenable to change if possible

Response #11:

Jane was very good.

Response #12:

Great service as always. Friendly, helpful staff and was seen and out before my actual appointment time. Excellent practice.

Response #13:

The nurse was very efficient and knowledgeable.

Response #14:

The online form to book my appointment was easy to fill out and I had a phone call within the next few hours which was brilliant. The reception staff were also really helpful and helped sort my prescription out for me. Thank you!