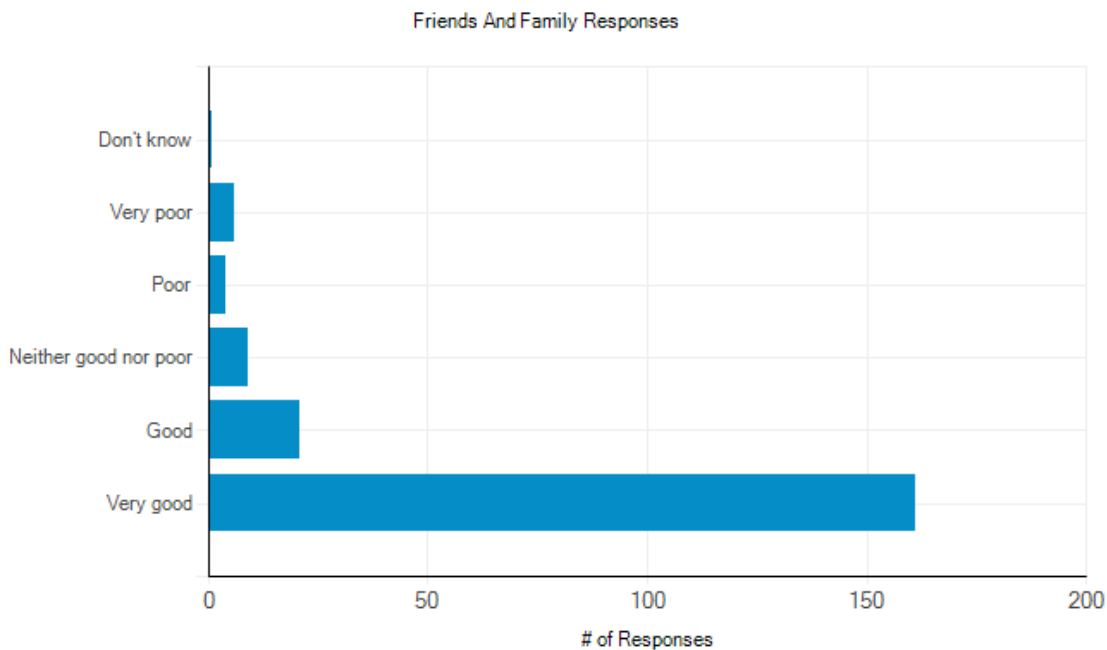


The Bovey Tracey & Chudleigh Practice

Friends & Family Survey Results

Month: February 2025

Please see our Friends & Family Survey results for this month below, with 91% of patients rating us as good or very good.



Below are a few of the comments received: -

Response:

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:

I got a telephone appointment relatively quickly and the GP who called was very helpful and supportive. The online booking system for general queries doesn't allow attachments which is a shame as this would help.

Response:

Attentive staff and appointment provided in good time.

Response:

Although I use the electronic check in there is always a friendly face on reception, helping and advising everyone that's waiting. Nurses are always caring and interested in me. Keep it up please just amazing.

Response:

Appointment exactly on time, conducted very efficiently and courteously. Could not reasonably ask for better.

Response:

On time lovely friendly nurse, never felt the injection at all. Hope it is the same with the rest. Colin

Response:

Very efficient

Response:

Very quick visit to the nurse x

Response:

Good quick and friend service. Results back in next to no time

On time, thorough, understanding and clear.

Response:

Dr Ward was the tops. He listened empathetically and gave some good suggestions. I felt understood. Many thanks.

Response:

On time and very professional.

Response:

Always prompt service, suitable timescales depending on the issue

Response:

My doctor has helped me step by step through my health problem and is continuing to do so. Organising lots treatment and reassuring me through my health issues. If it wasn't for the doctors and staff at riverside surgery my quality of life would be very different.

Response:

Only there for a blood test and was in and out within 10 minutes. Excellent service.

Response:

The only thing that could be approved is letting the patients know there is a delay in appointments whilst waiting as mine was 40 mins late and I was worried I had missed my appointment and I was late back to work with the unexpected delay and if I had known an estimated delay time I could have informed them

Response:

Already did one for the doctor do this one must be for the phlebotomist. Lovely lady. Very efficient