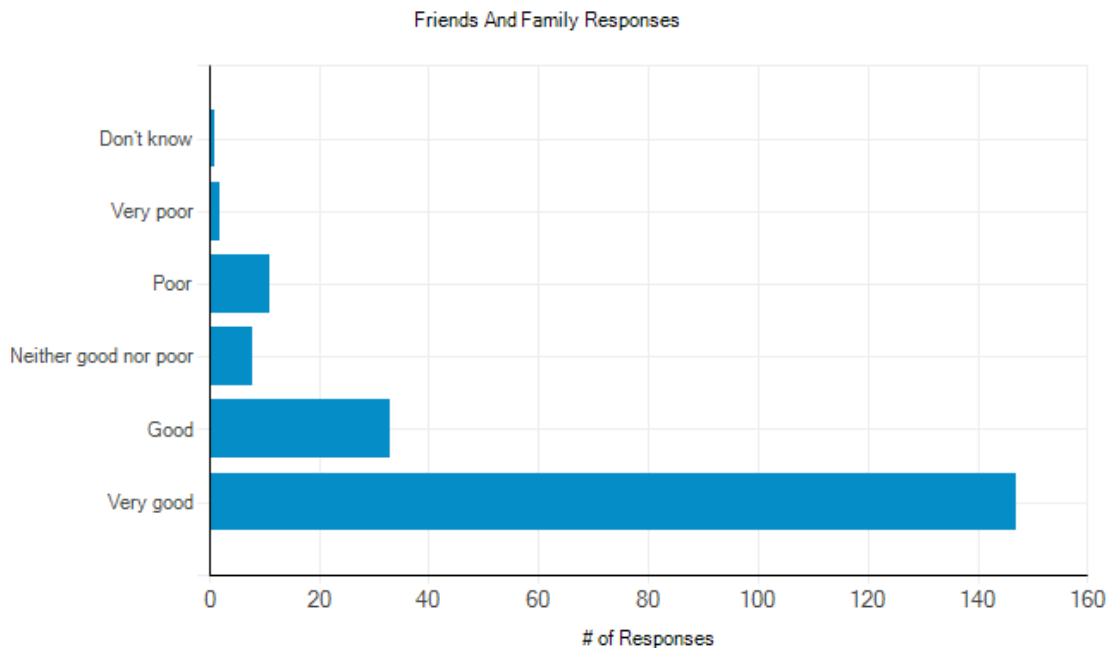


## The Bovey Tracey & Chudleigh Practice

### Friends & Family Survey Results

Month: November 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 #1:

I had a good experience going to the surgery, staff were friendly, polite and helpful throughout and I left knowing what to expect going forward.

Response #2:

Overall on time, staff pleasant and helpful, not keen on new system of making appointments as unable to use system, telephone is much easier

Response #3:

Dealt with the basic issue of prescription continuations but also offered minor surgery to alleviate the cause of some of issues. Appreciated.

Response #4:

This was not a visit. I am a recently joined patient. All communication thus far has been by telephone and frankly quite inconclusive.

Response #5:

Very informative and explained all about current medication taking. Didn't feel rushed. Pleasant conversation.

Response #6:

Excellent. Reception staff so friendly and helpful. I saw the practise nurse who was so kind and explained everything to me. As an anxiety sufferer she was understanding and went above and beyond to reassure me.

Response #7:

Very good service 👍

Response #8:

I saw Dr Colins and feel that she was very thorough and helpful as she has been each time that I've seen her previously!

Response #9:

Excellent service received call back from receptionist within 1 hour with confirmation of doctors phone appointment on the same day

Response #10:

It was a telephone call, very professional I think I got all I needed to know from the call

Response #11:

Had 2 appointments on the same day one a telephone appointment the was in person very confusing.

Response #12:

Excellent listener and clear feedback

Response #13:

Good conversation. Empathetic and understanding. Listened and agreed to next steps to include some extra checks.

Response #14:

Quick and convenient with new system

Response #15:

The staff are always helpful and the doctors at both surgery's are extremely good at what they do very professional

Response #16:

If rating the nurse practitioner and paramedic I have seen recently , I would say excellent, however access is unwieldy and needs to be more simple, for all to use.