



Feedback - Friends and Family Test Comments received during April 2015

Apr-15	A clock please
	Way too many muck ups within this doctors. The doctors and other staff need to take more notice of what the people are telling them.
	Availability of appointments otherwise everything is good
	I will say the new partner Laura Bethune was the most helpful doctor I had seen in years. Seeing her has given me peace of mind. The practice needs to have another person answering the phones as the practice grows!!
	We have always had very good service
	Laura took plenty of time to discuss all my possible conditions
	I will say the partner Laura Bethune was the most helpful doctor I had seen in years. Seeing her has given me peach of mind - the practice needs to have another person answering the phones as the practice grows
	Nothing, I was extremely happy with my visit here today
	The way that the practice operates now is excellent. The issues that I have had in the past, especially the online repeat prescriptions, have been resolved.
	Great Practice
	Laura took plenty of time to discuss all my possible conditions
	Availability of appointments, otherwise everything is good.
	I have always had very good service
	There are occasions when trying to get through to reception by phone can be difficult. It can be that I cannot get an appointment with my original GP (Dr P Evans) for several weeks but, if I'm worried I ask for him to phone me and he always does.
	Very happy with the support given by Dr Bethune. I do not agree with diagnosis given by telephone, though understand some patients prefer this. I think Doctors know when patients are not time wasters - and will act accordingly
	Excellent service and really friendly and helpful receptionists which is lovely.
	I thank Dr Hayes for giving me a steroid injection in my knee - excellent service.
	best practice in Devon
	I was very happy with my new doctor, Dr Bethune. She is very nice and I have great confidence with her to guide me in my later life with the problems it can bring. I am 83
	I always feel I have received the best care/advice depending on my condition.
Fantastic GP surgery! Always welcoming and excellent care offered 100% of the time. Also good location as near town.	
I have always found all staff extremely friendly and helpful and it is easy to get a quick appointment if necessary.	