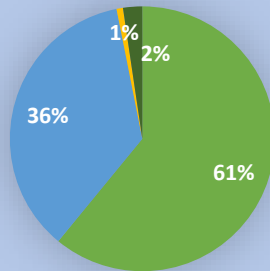


Mount Road Practice Friends and Family Test

257 patients took part in our friends & family survey last month, take a look at what they said..



■ Very Good ■ Good ■ Neither Good nor Poor ■ Poor / Very Poor

In October 2023, 96% of our patients rated us as good or very good through our Friends and Family test feedback.

We received lots of positive comments about our GPs, nurses & receptionists, which the team here at Mount Road Practice are extremely grateful for.

We accept that there are areas in which we could improve, which we endeavour to work on each month after receiving your constructive feedback.

In October 2023, you said:

- "Seen on time. Very professional staff."
- "Doctor was absolutely amazing with my little boy. Spoke to him and told him everything she was going to do. Explained everything to me and was great."
- "No waiting stress free. In and out in 5 mins."
- "I got an appointment with a Dr the same day. The receptionists are always polite professional and helpful."
- "Phoned at 8.15 1st in que didn't have to wait long and managed to get an appointment with requested female doctor."
- "A proactive approach to health care. I was contacted by the Surgery for a Cancer treatment review to see if there was anything that they could do to help me."
- "I am very happy with the service from this practice, I have always been able to see or speak to someone when necessary."

What could we have done better?

- "Waited for 35 minutes"

Our response:

We value all feedback received from our patients here at Mount Road Practice and we thank you for your time to help us in our efforts to provide the best care to all our patients.

We endeavour to keep waiting times to a minimum, however, occasionally appointments do run over which unfortunately cannot be avoided. We do sincerely apologise to anybody who has had their appointment delayed.

Please continue to provide us with Family & Friends feedback and we promise to continue our efforts to maintain and improve our services to you.

