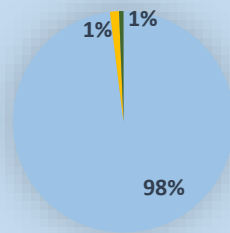


Mount Road Practice Friends and Family Test

158 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 December 2023, 98% of our patients rated us as very good or good through our family & friends test feedback!

We received lots of positive comments about our GP's, nurses & receptionists which the team here at Mount Road 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 December 2023, you said:

- "Doctor Bradshaw was very pleasant and reassuring, and I did not feel rushed."
- "Quick & efficient & friendly staff."
- "From receptionists, Drs and nurses they are all amazing and very helpful."
- Very quick response to potentially serious condition."
- "It wasn't too busy and I was able to spend time with the doctor that I needed."
- "Seen on time. Doctor very approachable and efficient."
- "Polite staff on reception when calling. Doctor was very supportive and honest."
- "Got a same day appointment. Doctor was great and put me at ease."
- "My Blood Pressure was extremely very high I had outstanding care from Simon Lorraine and especially & Dr Bradshaw who dealt with me immediately the care and attention received was second to none . I was given medication immediately and Blood pressure monitored".
- "Doctor Ofobeze was absolutely lovely, my son rarely speaks to the doctor due to his Autism but he felt comfortable enough to speak himself, which was amazing."
- "We were seen straight away and the doctor was so kind and patient with my 3 year old."

What could we have done better?

"Just kept waiting about 15 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 services to all our patients.

To ensure waiting times are kept at a minimum, we have now had our patient calling screen repaired so that calling in is instant, from the doctor, rather than having to rely on our extremely busy reception team to call in patients.

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

