

Mount Road Practice Friends and Family Test

155 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 November 2023, 95% 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 November 2023, you said:

- "I was very happy with the appointment the Doctor was fantastic and I felt fantastic when I left - Thank you."
- "Really helpful staff you arranged appointments around work schedule. Appointment on time and pleasant staff."
- "From receptionists, Drs and nurses they are all amazing and very helpful."
- "I felt completely at ease & the Dr answered all my questions."
- "The receptionists go above and beyond and each GP/nurse I have seen have been great! I moved to the area 15 years ago."
- "First class service from first to last was informed about everything that was to happen and what was happening."
- "Your practice always gives the best service, from telephone, reception and medics. I feel lucky to have found you. Thankyou."
- "As always this practice goes above and beyond to make you feel relaxed and are always helpful."
- "Given an appointment at a time convenient to me, Consultant listened to my problems and provided medication."
- "Excellent doctor who engaged in discussion, answered all my questions and provided relevant information."

What could we have done better?

We received some constructive feedback in relation to slight delays in our reception waiting room area...

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 will now be asking clinicians to come and call in their patients from the waiting area to avoid it being left to our busy reception team, this will be until our patient calling screen has been repaired at the beginning of the new year.

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

