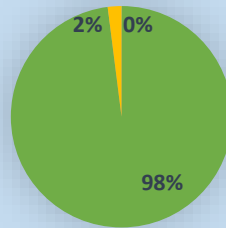


Mount Road Practice Friends and Family Test

388 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 2024 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 October 2024, you said:

- *"Dr Zainab Hussein was tremendously considerate and understanding during my appointment. Dr Hussein ensured a very safe and open environment where I felt I could talk and be heard, ensuring a patient centred approach. Dr Hussein was not judgemental, did not jump to conclusions and took a vested interest to follow up on my appointment. Overall I would say Dr Hussein provided me with one of the best interactions with the NHS I have ever experienced, and I wish this praise to be relayed."*
- *"My Appointment on time and health care professional very helpful."*
- *"Both Dr Rao and Nurse checked my condition/ symptoms. They were very attentive. I came away feeling very looked after."*
- *"Dr Hussain was absolutely brilliant with my son, she spoke to him in a child friendly way and really put him at ease."*
- *"I explained why I needed an appointment, the person that answered the phone was polite, professional and helpful. I was seen within 1 hour by Dr Rao, who was also kind, thorough and very professional. Dr Rao fully informed me of what was wrong, what medication I needed and what to do once I was on the mend."*
- *"The nurse was very friendly and put me at ease. She also clearly explained how a pap test works and how they test for HPV, and the next steps if HPV is found. I did not know this so found it informative."*
- *"A very well organised vaccination session, executed by compassionate staff. We sincerely thank everyone involved and also for all the care you give us throughout the year. How blessed we are to be under your care. Thank you so much."*
- *"It was very good to have time with the doctor who answered all my queries and eliminated all my anxieties. Thank you, Dr Hussain, for your professional and kindness. Wonderful service."*

What could we have done better?

We have received some feedback marked as 'Poor' however, no comments were left to accompany this rating.

Our Response:

"When leaving feedback, please be sure to attach your comments so that we can aim to improve our service based on the issues you have experienced. If your problem relates to a consultation or appointment, please raise this with us in person, at the practice."

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

