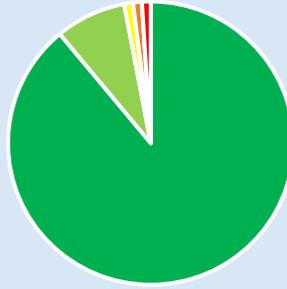


# Mount Road Practice Friends and Family Test

212 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 July 2025, % 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 July 2025, you said:

- "Prompt referral from locum doctor. Seen quickly by Dr Rao. Efficient appointment and clear plan going forward."
- "The GP was very friendly and listened to my concerns. I felt comfortable talking to her. She promised to contact the neurosurgeon and followed through on it. I've already had a response from him."
- "Nurse Grint was fabulous she listened and did a check of my history to try and understand my situation, I felt heard and fully involved in my treatment, it was the best version of that particular procedure I've had."
- "Phoned for appointment at 8 in the morning and had one for 14.30 saw the doctor and surprisingly sent for X-ray at Haywood, went there and out at 16.15. Amazing!"
- "No waiting time. Helpful and positive consultation."
- "Mandie was very friendly, capable, and discussed and suggested things she thought might be beneficial to me."
- "Dr Rao is always so easy to communicate with either face to face or text message."
- "The Dr was very warm and helpful. She explained all the checks she was doing to my baby and reassured me that I could go back at any time if I had any questions/concerns."
- "I have never had anything but good service from the staff and doctors at this surgery."
- "Excellent service and understanding from both Dr Rao and all of the team as always."
- "Calm waiting area. Dr was very considerate."
- "I asked the Dr for a specific blood test, and they responded quickly. Appointment made for the next week. I was called into my appointment 5 mins early which was great. Nurse was very professional but friendly."
- "I was seen on the day that I rang for an appointment and Senior Nurse Coxon was understanding listened to me about my concerns and gave me some excellent advice."

## What could we have done better?

We received a 'very poor' rating with the comment attached "My problem was not solved."

## Our Response:

"We're very sorry to hear that you felt your problem was not resolved.

We understand how important it is to feel supported and listened to when seeking help.

While this comment did not include any other details, we encourage anyone who feels their problem is ongoing or unresolved to contact the surgery directly so we can investigate the matter further and offer support.

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

