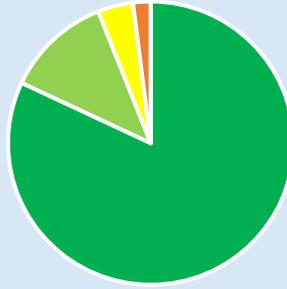


Mount Road Practice Friends and Family Test

194 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 June 2025, 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 June 2025, you said:

- "The front desk staff are excellent. They always try their best to help and answer any queries. The doctors and nurses are always friendly and never rush."
- "Staff are really friendly, things are raised and dealt with very quickly with oversight from a GP. Appointments are always available in urgent situations and GP and staff respond efficiently to any requests."
- "The doctor called me today as a follow-up from yesterday's appointment and blood test results. He explained my problems and issued a further prescription, cannot fault my experience with Mount Road Practice"
- "As always a relaxed appointment because of Sister Lomas's friendly and professional manner. Procedure performed quickly and comfortably. Thank you."
- "Dr Hussain was warm, friendly & welcoming. She gave me time to voice my concerns/problems and listened well. When explaining she was clear and gave context & additional information about the methods to try in addressing my ailment. I felt fully involved throughout and that my thoughts & opinion mattered. She put me at ease too."
- "Nicola was friendly and professional. She listened and responded to my questions, giving good advice on my diabetic medication."
- "The young doctor who saw me was very helpful, pleasant and excellent in answering all my health questions. – Thank you so much, brilliant service!"
- "On time appointment and the doctor was clear with his diagnosis and explained everything clearly."
- "I got a same day appointment at a time that suited me."

What could we have done better?

"The doctor had insufficient time to deal with my problems, and I was very easily flustered. Being unwell and also having a hearing disability, I did not cope with trying to express myself over the noise of the keyboard. I was embarrassed by my inability to express myself properly but fully appreciate the pressures of the doctor's schedule."

Our Response:

"Thank you for your honest and considerate feedback. We're truly sorry that you felt rushed and found it difficult to express yourself during your appointment. We understand how important it is to feel heard, especially when managing additional challenges like hearing loss or illness. If you ever feel communication is difficult, please let our team know in advance, we can make adjustments such as offering a quieter environment, written communication support, or a longer appointment where possible. Creating a comfortable environment for our patients is a top priority."

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

