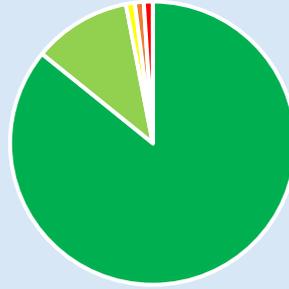


Mount Road Practice Friends and Family Test

206 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 May 2025, 96% 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 May 2025, you said:

- "You look after me so well and I appreciate everything you do for me and have done for me whilst going through such a tough time with cancer diagnosis and treatment."
- "My appointment to see a nurse was quick and on time. The nurse took the time to explain things in detail."
- "A very efficient practice & all members are highly professional and dealt with my ailments immediately. The A&E consultant commented on how I had a very good drs practice as Sr Lomas, Nurse Charlie had done all the tests and bloods & antibiotics given. Also, the Dr had read my bloods so the consultant had everything there. Thank you all so much."
- "Excellent, thorough investigations by a very competent doctor."
- "My appointment was on time, the doctor explained everything in an understanding way & had a caring attitude."
- "Friendly and approachable from the front desk to the practitioners - always helpful and service accessible."
- "Easy appointment booking and a quick turnaround."
- "Amazing service! I handed in my home BP readings at 10.50am today and had a message at 1.22pm from Simon Holt advising me that all readings were within normal range and no further action needed."
- "Staff are the best I've interacted within the NHS!"

What could we have done better?

"I waited a long time after my appointment time then went to reception and asked about my appointment, the lady on the reception said that the doctor had been called out to a home visit so why wasn't I informed instead of just left sitting there. I decided to go home."

Our Response:

"We're sorry you experienced a delay without being informed.

We understand how frustrating this must have been, clear and timely communication is important to us, and we're reviewing our procedures to ensure patients are updated promptly if unexpected delays occur.

Thank you for helping us improve."

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

