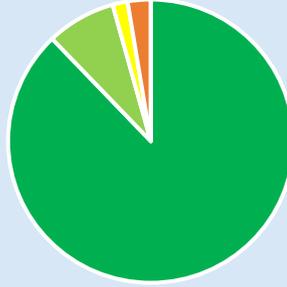


Mount Road Practice Friends and Family Test

237 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 2025, 95.3% 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 2025, you said:

- “I went to the surgery at around 10:00 am, with a view of making an appointment to see the doctor maybe sometime during the week. I was surprised to get an appointment on the same day.”
- “Prompt response from the doctor following my online triage. I was offered an appointment on the day.”
- “I've been to doctors a lot recently the service from the desk to doctor is 1st class.”
- “The staff are always welcoming, helpful and friendly, it makes such a difference when visiting the practice, thank you”
- “Seen to on time and the nurse was very efficient.”
- “Efficient booking, waiting and appointment time.”
- “Appointment for Flu vaccine. I was seen on time and interaction with reception staff was positive and friendly.”
- “I have always found the staff, friendly, welcoming, helpful and courteous when either visiting or phoning the practice and I very much appreciate this, thank you.”
- “Straight in no waiting and everyone pleasant and professional.”
- “My husband & I were seen promptly (flu & Covid jabs) & everyone was really helpful & pleasant.”
- “Didn't wait long and the process was quick and pain free.”
- “Dr Rao was very efficient and explained everything in full.”
- “Dr Hussain is amazing, talked patiently, listened, answered all my questions.”
- “Seen to on time and the doctor was very good. She was professional and helpful.”
- “My experience is the staff at our medical centre are extremely professional, caring and considerate.”

What could we have done better?

“No answer to my problem.”

Our Response:

“Thank you for your comment. We're sorry to hear that you felt your problem wasn't resolved. If you feel that your concern hasn't been answered during or after your appointment, please let a member of our team know as soon as possible. By providing specific information about what happened and what support you need, we can make sure your concern is reviewed promptly, and the right action is taken to help you.”

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

