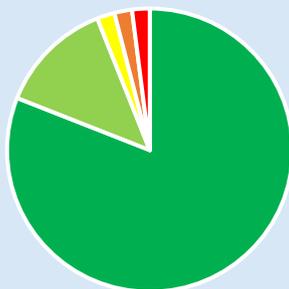


Mount Road Practice Friends and Family Test

179 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 September 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 September 2025, you said:

- “The doctor was very polite and helpful. All of our questions were answered, and we were told how the investigation into our problem would be performed.”
- “If there was an excellent then I would have ticked that box, so very good was the best answer I could tick.”
- “Appointment was on time, all questions and queries were dealt with professionally and efficiently.”
- “I was in before my appointment time. Helpful staff.”
- “Dr Hussain, is a brilliant Dr. Nothing is too much trouble. She is a credit to the surgery.”
- “Practitioner introduced themselves. Pleasant manner and knowledgeable. Able to answer questions asked.”
- “The nurse was very thorough and not rushed. She not only listened to me but explained the things I would find helpful.”
- “My appointment was on time, I was late because of traffic but they still fitted me in.”
- “Quick response and appointment provided by Reception. The nurse was very understanding & thorough.”
- “Nicola was very thorough, informative and patient with me – thanks”
- “Didn't have to wait, everything was explained well, and nurse was very nice. Not too uncomfortable for a smear.”
- “Always a pleasure to see Ms Seabourne my appointments are always on time.”
- “Receptionist gave me an emergency appointment on establishing my needs. Ms Grint was, as ever, kind, attentive and encouraging during my appointment.”
- “The Drs and staff are amazing at the surgery. Saw Dr Bhagya and she was brilliant. So helpful and understanding.”

What could we have done better?

“Appointment at 12:30 but not seen till 12:50, as change of nurse as original nurse was busy.”

Our Response:

“Thank you for your feedback, we're sorry for the delay you experienced. Occasionally, changes to clinical staff or unexpected situations can cause appointments to run later than planned.

We always aim to keep patients informed and minimise waiting times.

If you ever find yourself waiting longer than 20 minutes, please feel free to ask at reception for an update, our team will be happy to help.”

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

