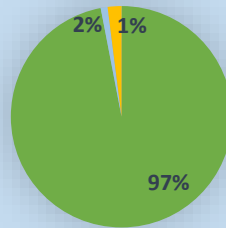


# Mount Road Practice Friends and Family Test

198 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 2024 97% 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 2024, you said:

- "A smear test is something I dread, the nurse made me feel relaxed and showed empathy. I did not mention my loathing of the procedure, the nurse picked up on my anxiety. The nurse also discreetly mentioned being able to talk with respect to domestic violence. I found this a valuable part of the service. Whilst not applicable to myself, I know how hard this subject can be for many. Fantastic service."
- "Everyone from the receptionist to Dr Rao and Simon Holt were friendly and professional. I felt I was listened to and given the best treatment and care."
- "The Dr was very good her approach and her assistance was appreciated. The reception staff on the desk were polite and helpful also when making a call to the surgery a few days later, Dominiee was very polite and helpful."
- "Answered the phone quickly expected a phone consultation but I was invited in for appointment. The receptionist was very helpful."
- "Quick & efficient service. The care given was exceptional, clear next steps regarding my issue & concern. Very empathetic approach to care."
- "The doctor was very patient, and kind, listened to me & took action straight away. She is a credit to the surgery. I'm so grateful for the help I received."
- "Having only been with the surgery for about six weeks, I have been very impressed with the care and thoroughness of every contact I've had. Thanks!"
- "Sister Iomas was excellent with me. She was so caring and understanding & listened and dealt with my problem very professionally. I could not fault my appointment with her in any way."

## What could we have done better?

We have received some feedback that is anonymous relating to consultations and appointments.

## Our Response:

"We would be grateful if any issues regarding consultations or appointments could please be reported in person, rather than via online, as anonymous. We can then investigate and endeavour to resolve any issues you may have, efficiently and in a timely manner."

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

