



Friends and Family Test Results Data for March 2025 for:

Bedford Street Surgery & Furzton Medical Centre

Appointments booked	DNA's	Responses Collected
5957	320	194


Rating Breakdown

Very Good	Good	Neither Good nor Poor	Poor	Very poor	Don't Know
110	50	16	8	10	1
57% of responses	26% of responses	8% of responses	3.5% of responses	5% of responses	0.5% of responses

These responses were collected via the NHS Friends & Family Test Question – Overall, how was your experience of our service?

You can leave your feedback

- By scanning the QR code,


- Completing a form in our reception
- Visiting our website, www.bedfordstreetsurgery.co.uk.
- Replying to the sms following your appointment.

Collection Method

Handwritten	Telephone Call	Tablet / Kiosk	Sms / Text Message	Smartphone App or Online	Other
0	0	0	0	194	0



You asked to access the practice for prebooked appointments at 8.30am ahead of those queuing for appointments
 We have implemented this and advise patients with prebooked appointments to use the self-check in screen upon arrival