



Friends and Family Test Results Data for May 2025 for:

Bedford Street Surgery & Furzton Medical Centre

| Appointments booked | DNA's | Responses Collected |
|---------------------|-------|---------------------|
| 5478 | 259 | 189 |

Rating Breakdown

| Very Good | Good | Neither Good nor Poor | Poor | Very poor | Don't Know |
|------------------|------------------|-----------------------|-----------------|-----------------|-----------------|
| 115 | 42 | 13 | 10 | 9 | 0 |
| 61% of responses | 22% of responses | 7% of responses | 5% of responses | 5% of responses | 0% 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 | 189 | 0 |

You said:
We did:

You asked for a clinician to determine what is urgent for an appointment.

We introduced a clinical triage team to offer on the day callbacks to provide an assessment, accessed via the practice website.

<https://bedfordstreetsurgery.co.uk/services/managing-your-health-online/online-forms/get-help-for-any-health-problem/>

