



Friends and Family Test Results Data for September 2025 for:

Bedford Street Surgery & Furzton Medical Centre

| Appointments booked | DNA's | Responses Collected |
|---------------------|-------|---------------------|
| 7003                | 383   | 191                 |

Rating Breakdown

| Very Good | Good | Neither Good nor Poor | Poor | Very poor | Don't Know |
|-----------|------|-----------------------|------|-----------|------------|
| 120       | 48   | 11                    | 3    | 9         | 0          |

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](http://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                  | 191                      | 0     |

You said:  
We did:

You asked for on the day consultations:

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/>

