



Friends and Family Test Results Data for November 2025 for:

Bedford Street Surgery & Furzton Medical Centre

Appointments booked	DNA's	Responses Collected
6729	389	228

Rating Breakdown

Very Good	Good	Neither Good nor Poor	Poor	Very poor	Don't Know
161	43	11	2	11	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 .
- Replying to the sms following your appointment.

Collection Method

Handwritten	Telephone Call	Tablet / Kiosk	Sms / Text Message	Smartphone App or Online	Other
15	0	0	0	213	0

You asked for on the day consultations:

You said:
We did:

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/>

