



Friends and Family Test Results Data for October 2025 for:

Bedford Street Surgery & Furzton Medical Centre

Appointments booked	DNA's	Responses Collected
8314	578	148

Rating Breakdown

Very Good	Good	Neither Good nor Poor	Poor	Very poor	Don't Know
95	30	11	8	4	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	148	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/>

