



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.
- 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 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/>

