



Friends and Family Test Results Data for May 2026 for:

Bedford Street Surgery & Furzton Medical Centre

Appointments booked	DNA's	Responses Collected
6949	217	131

Rating Breakdown

Very Good	Good	Neither Good nor Poor	Poor	Very poor	Don't Know
87	30	7	7	0	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	131	0



You asked for the telephone message to be shorter and clearer:
 We worked with the phone provider to implement this whilst ensuring patients are given information to use other services to prevent them waiting on the phone, like using the online services.
<https://bedfordstreetsurgery.co.uk/services/managing-your-health-online/online-forms/get-help-for-any-health-problem/>