



Friends and Family Test Results Data for July 2026 for:

Bedford Street Surgery & Furzton Medical Centre

Appointments booked	DNA's	Responses Collected
9773	325	162

Rating Breakdown

Very Good	Good	Neither Good nor Poor	Poor	Very poor	Don't Know
112	36	7	3	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	162	0

You said:
We did:

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. You asked for more gp appointments we recruited additional gps.

<https://bedfordstreetsurgery.co.uk/services/managing-yourhealth-online/online-forms/get-help-for-any-health-problem/>

