

Background Information

The Village Surgery - November 2023



1,986

↓ -45 (2,031)

Total number of calls to surgery:



1,702

↓ -57 (1,759)

Number of calls answered within two minutes:



64

↓ -8 (72)

Number of calls abandoned:



1,424

↓ -41 (1,465)

Items issued via prescription:



104

↑ 1 (103)

Referrals Made:



53

↑ 5 (48)

Fit Notes Issued:



69

↑ 3 (66)

Administrative Communications Issued (letters/emails):



676

↑ 34 (642)

Text Messages Sent and Received:



101

↑ 5 (96)

Total digital requests submitted to practice:



1,804

↓ -265 (2,069)

Appointments - Total:



1,673 (92.738%)

↓ -238 (1,911)

Appointments - Seen:



131 (7.262%)

↓ -27 (158)

Appointments - DNA: