

Background Information

The Village Surgery - September 2023



1,839

↑ 297 (1,542)

Total number of calls to surgery:



208

↓ -1,205 (1,413)

Number of calls answered within two minutes:



71

↑ 20 (51)

Number of calls abandoned:



1,379

↓ -31 (1,410)

Items issued via prescription:



85

↑ 3 (82)

Referrals Made:



51

↑ 1 (50)

Fit Notes Issued:



66

↑ 20 (46)

Administrative Communications Issued (letters/emails):



820

↓ -28 (848)

Text Messages Sent and Received:



81

↓ -2 (83)

Total digital requests submitted to practice:



2,005

↑ 377 (1,628)

Appointments - Total:



1,892 (94.364%)

↑ 384 (1,508)

Appointments - Seen:



113 (5.636%)

↓ -7 (120)

Appointments - DNA: