

June 2023

Madryn House Surgery - June 2023



4,152

↑ 479 (3,673)

Total number of calls to surgery:



1,745

↑ 213 (1,532)

Number of calls answered within two minutes:



615

↑ 122 (493)

Number of calls abandoned:



3,078

= 0 (3,078)

Items issued via prescription:



176

↓ -28 (204)

Referrals Made:



113

↓ -4 (117)

Fit Notes Issued:



580

↑ 92 (488)

Administrative Communications Issued (letters/emails):



845

↑ 274 (571)

Text Messages Sent and Received:



746

↑ 38 (708)

Total digital requests submitted to practice:



3,639

↓ -10 (3,649)

Appointments - Total:



3,469 (95.328%)

↓ -30 (3,499)

Appointments - Seen:



170 (4.672%)

↑ 20 (150)

Appointments - DNA: