Madryn House Surgery - November 2023

3,780
↓ -20 (3,800)
Total number of calls to surgery:

1,669
↑ 23 (1,646)
Number of calls answered within two minutes:

406
↓ -239 (645)
Number of calls abandoned:

3,287
↑ 166 (3,121)
Items issued via prescription:

141
↓ -34 (175)
Referrals Made:

105
↓ -5 (110)
Fit Notes Issued:

680
↓ -53 (733)
Administrative Communications Issued (letters/emails):

1,088
↑ 2 (1,086)
Text Messages Sent and Received:

675
↓ -66 (741)
Total digital requests submitted to practice:

3,910
↓ -840 (4,750)
Appointments - Total:

3,668 (93.811%)
↓ -813 (4,481)
Appointments - Seen:

242 (6.189%)
↓ -27 (269)
Appointments - DNA: