

December 2023

Madryn House Surgery - December 2023



3,362

↓ -418 (3,780)

Total number of calls to surgery:



1,242

↓ -427 (1,669)

Number of calls answered within two minutes:



664

↑ 258 (406)

Number of calls abandoned:



3,074

↓ -213 (3,287)

Items issued via prescription:



133

↓ -8 (141)

Referrals Made:



95

↓ -10 (105)

Fit Notes Issued:



593

↓ -87 (680)

Administrative Communications Issued (letters/emails):



4,296

↑ 3,208 (1,088)

Text Messages Sent and Received:



625

↓ -50 (675)

Total digital requests submitted to practice:



3,438

↓ -472 (3,910)

Appointments - Total:



3,266 (94.997%)

↓ -402 (3,668)

Appointments - Seen:



172 (5.003%)

↓ -70 (242)

Appointments - DNA: