

Ringland Medical Practice July 2024

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6,412

↓ -117 (6,529)

Total number of calls to surgery:



3,115

↓ -12 (3,127)

Number of calls answered within two minutes:



3,216

↑ 101 (3,115)

Number of calls abandoned:



3,416

↑ 172 (3,244)

Items issued via prescription:



567

↑ 90 (477)

Referrals Made:



143

↓ -1 (144)

Fit Notes Issued:



477

↓ -65 (542)

Administrative Communications Issued (letters/emails):



202

↓ -58 (260)

Text Messages Sent and Received:



1,321

↓ -97 (1,418)

Total digital requests submitted to practice:



5,844

↑ 535 (5,309)

Appointments - Total:



5,628 (96.304%)

↑ 561 (5,067)

Appointments - Seen:



216 (3.696%)

↓ -26 (242)

Appointments - DNA: