

Queensferry Medical Practice June 2023



4,648

↓ -137 (4,785)

Total number of calls to surgery:



3,068

↑ 245 (2,823)

Number of calls answered within two minutes:



1,324

↓ -355 (1,679)

Number of calls abandoned:



3,419

↑ 90 (3,329)

Items issued via prescription:



451

↑ 118 (333)

Referrals Made:



163

↑ 6 (157)

Fit Notes Issued:



1,224

↑ 109 (1,115)

Administrative Communications Issued (letters/emails):



384

↑ 81 (303)

Text Messages Sent and Received:



918

↑ 53 (865)

Total digital requests submitted to practice:



3,820

↑ 403 (3,417)

Appointments - Total:



3,654 (95.654%)

↑ 366 (3,288)

Appointments - Seen:



166 (4.346%)

↑ 37 (129)

Appointments - DNA: