

Background Information

Ty Bryn Surgery - April 2024



5,295

↑ 309 (4,986)

Total number of calls to surgery:



5,134

↑ 314 (4,820)

Number of calls answered within two minutes:



29

↓ -11 (40)

Number of calls abandoned:



4,806

↑ 533 (4,273)

Items issued via prescription:



328

↑ 66 (262)

Referrals Made:



145

↑ 3 (142)

Fit Notes Issued:



263

↑ 26 (237)

Administrative Communications Issued (letters/emails):



3,063

↑ 2 (3,061)

Text Messages Sent and Received:



102

↓ -60 (162)

Total digital requests submitted to practice:



6,932

↑ 1,615 (5,317)

Appointments - Total:



6,505 (93.84%)

↑ 1,499 (5,006)

Appointments - Seen:



427 (6.16%)

↑ 116 (311)

Appointments - DNA:

