

August Practice Workload 2024



Referrals made:	Prescriptions issued:	Medication reviews:	Electronic consultations:	Home visits:
438	4,993	241	201	79
Outpatients		R.	e consult	
Telephone appointments carried out:	Patients seen for Face-To- Face appointments:	Average Busiest Time for Calls:	Patients who Did Not Attend (DNA) their appointment:	Time wasted by Patients who DNA:
1,561	2,701	Wednesday 8.30am to 9am	131	40.8 Hours
			COMMANDA	COMSSIGNATION



August Practice Workload 2024 - Telephone System



Calls abandoned by	
Patients:	

Average time taken to answer by Reception:

Average call length to Reception:

Average talk time to Reception:

Call Volumes - calls made by Reception:

Answered by you: 3,536

Not answered by you: 949

2,524

1 Minute 22 2 Minutes Seconds 46 Seconds

utes 1 Minute 22 onds Seconds





Time before call

abandoned by Patients:



Call backs made by Reception:

Calls connected to Reception:

Call Volumes - calls not connected to Reception:

21 Seconds

99

Answered by Patient: 88
Not Answered by Patient: 11

8643

613









