



# Practice Workload 2024



**Referrals made:**

**447**



**Prescriptions issued:**

**5245**



**Medication reviews:**

**422**



**Electronic consultations:**

**252**



**Home visits:**

**76**



**Telephone appointments carried out:**

**1696**



**Patients seen for Face-To-Face appointments:**

**4424**



**Average Busiest Time for Calls:**

**08:30-09:00  
Wednesday**



**Patients who Did Not Attend (DNA) their appointment:**

**Normal Clinics: 155  
Vaccination clinics: 89**



**Time wasted by Patients who DNA:**

**Normal Clinics: 45.7hrs  
Vaccination clinics: 4.5hrs**





# Practice Workload 2024 – Telephone System



Calls abandoned by Patients:

13,618



Average time taken to answer by Reception:

2.5 Minutes



Average call length to Reception:

3.8 Minutes



Average talk time to Reception:

1.4 Minutes



Call Volumes - calls made by Reception:

Answered by you: 4048  
Not answered by you: 979



Time before call abandoned by Patients:

17 seconds



Call backs Requested:

461



Call backs made by Reception:

Answered by you: 437  
Not answered by you: 24



Calls connected to Reception:

10,254



Call Volumes - calls not connected to Reception:

1,344



Missed Call