

September Practice Workload 2024



Frammen				Yeamwe.
Referrals made:	Prescriptions issued:	Medication reviews:	Electronic consultations:	Home visits:
480	5169	212	217	88
Outpatients			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:
1,703	3,307	Monday 8.30am - 9am	147	39.5
			COMBULTATION	CONSUSTATION SOOM



September Practice Workload 2024 – Telephone System



Calls abandoned	by
Patients:	

Time before call

abandoned by Patients:

19 Seconds

1 Minute 39 9616



Seconds

Average time taken to

answer by Reception:



Call backs Requested:

232



Average call length to Reception:

3 Minutes



Call backs made by Reception:



Average talk time to Reception:

1 Minute 21 Seconds



Calls connected to Reception:

6953



Call Volumes

Answered by you: 9467 Not answered by you: 710



Call Volumes - calls not connected to Reception:

675

Missed Call