

Victoria Gardens Surgery - February 2025

4,166

-663(4,829)

Total number of calls to surgery:

1,849

-545(2,394)

Number of calls answered within two minutes:

571

17(554)

Number of calls abandoned:

23,614

2,863(20,751)

Items issued via prescription:

299

-23(322)

Referrals Made:

135

-28(163)

Fit Notes Issued:

499

-13(512)

Administrative Communications Issued (letters/emails):

7

-132(139)

Text Messages Sent and Received:

1,254

-267(1,521)

Total digital requests submitted to practice:

1,718

Appointments - Total:

1,564 (91.036%)

Appointments - Seen:

154 (8.964%)

Appointments - DNA: