

Victoria Gardens Surgery - November 2025

3,909

-960(4,869)

Total number of calls to surgery:

1,925

-329(2,254)

Number of calls answered within two minutes:

466

-110(576)

Number of calls abandoned:

17,521

-2,393(19,914)

Items issued via prescription:

184

-47(231)

Referrals Made:

141

-28(169)

Fit Notes Issued:

191

5(186)

Administrative Communications Issued (letters/emails):

1,716

956(760)

Text Messages Sent and Received:

2,427

221(2,206)

Total digital requests submitted to practice:

2,867

-1,746(4,613)

Appointments - Total:

2,522 (87.967%)

-1,436(3,958)

Appointments - Seen:

345 (12.033%)

-310(655)

Appointments - DNA: