

Victoria Gardens Surgery - January 2026

5,244

935(4,309)

Total number of calls to surgery:

2,023

264(1,759)

Number of calls answered within two minutes:

955

319(636)

Number of calls abandoned:

17,851

-1,924(19,775)

Items issued via prescription:

202

22(180)

Referrals Made:

149

-11(160)

Fit Notes Issued:

189

-99(288)

Administrative Communications Issued (letters/emails):

1,500

731(769)

Text Messages Sent and Received:

1,796

-663(2,459)

Total digital requests submitted to practice:

3,181

207(2,974)

Appointments - Total:

2,788 (87.645%)

190(2,598)

Appointments - Seen:

393 (12.355%)

17(376)