

Victoria Gardens Surgery - February 2026

4,964

-280(5,244)

Total number of calls to surgery:

1,712

-311(2,023)

Number of calls answered within two minutes:

813

-142(955)

Number of calls abandoned:

17,571

-280(17,851)

Items issued via prescription:

210

8(202)

Referrals Made:

138

-11(149)

Fit Notes Issued:

201

12(189)

Administrative Communications Issued (letters/emails):

1,110

-390(1,500)

Text Messages Sent and Received:

2,598

802(1,796)

Total digital requests submitted to practice:

3,261

80(3,181)

Appointments - Total:

2,871 (88.04%)

83(2,788)

Appointments - Seen:

390 (11.96%)

-3(393)

Appointments - DNA: