



Month: **May 2026**

Number of patients: **24, 908** (24,943)

Face to Face Consultations	7,277 (7,555)
Telephone Consultations	3,549 (3,726)
Phone calls answered	8,219 (8,768)
Average queue time	13m 51s (16m 26s)
Call backs requested	3,003 (3,627)
Phone calls made	7,730 (7,078)
SystemConnect	<p>Online queries: 851 (844)</p> <p>Clinical: 610 (614)</p> <p>Admin: 240 (257)</p> <p>Appointment booked in response: 353 (330)</p> <p>Advice given: 161 (185)</p>
Patient Did Not Attend (DNA) the appointment	= 82 hours (includes 81 missed appointments with either a GP, Advanced Nurse Practitioner or Paramedic.)
Friends and Family Test (FFT)	<p>Very Good and Good = 91% (89%)</p> <p>Very Poor and Poor = 7% (7%)</p>
Referrals	<p>2WW = 84 (95)</p> <p>Urgent/Routine = 1,385 (1,275)</p>

(LAST MONTH'S FIGURES IN BRACKETS)