



WESTBURY GROUP PRACTICE

Month: **February 2026**

Number of patients: 24,883 (24,913)

(LAST MONTHS FIGURES IN BRACKETS)

Face to Face Consultations	7,945 (8,598)
Telephone Consultations	4,200 (4,149)
Phone calls answered	8,664 (9,553)
Average queue time	21m 32s (15m 31s)
Call backs requested	4,117 (4,111)
Phone calls made	8,472 (8,566)
SystemConnect	Online queries: 908 (965) Clinical: 714 (726) Admin: 194 (238) Appointment booked/offered in response: 392 (400) Advice given: 170 (219)
Patient Did Not Attend (DNA) the appointment	75hrs = (86hrs)hours which includes 92 missed appointments with either a doctor, advanced nurse practitioner (ANP) or paramedic. 103 blood tests missed. 346 Appointment missed in total.
Friends and Family Test (FFT)	Very Good and Good = 92% (92%) Very Poor and Poor = 5% (7%)
Referrals	2WW = 85 (85) Urgent/Routine = 1,113 (1,149)