



Month: April 2026
Number of patients: 24,943 (24,821)
(LAST MONTH'S FIGURES IN BRACKETS)

Face to Face Consultations	7,555 (8,873)
Telephone Consultations	3,726 (4,176)
Phone calls answered	8,768 (9,223)
Average queue time	16m 26s (24m 47s)
Call backs requested	3,627 (4,260)
Phone calls made	7,078 (7,655)
SystemConnect	Online queries: 844 (984) Clinical: 614 (699) Admin: 257 (285) Appointment booked in response: 330 (420) Advice given: 185 (192)
Patient Did Not Attend (DNA) the appointment	= 66 hours hours which includes 66 missed appointments with either a doctor, advanced nurse practitioner (ANP) or paramedic. 102 Blood test appointments missed
Friends and Family Test (FFT)	Very Good and Good = 89% (90%) Very Poor and Poor = 7% (7%)
Referrals	2WW = 95 (85) Urgent/Routine = 1,275 (1,243)