



Month: March 2026

Number of patients: 24,821 (24,883)

(LAST MONTH'S FIGURES IN BRACKETS)

Face to Face Consultations	8,873 (7,945)
Telephone Consultations	4,176 (4,200)
Phone calls answered	9,223 (8,664)
Average queue time	24m 47s (21m 32s)
Call backs requested	4,620 (4,117)
Phone calls made	7,655 (8,472)
SystemConnect	Online queries: 984 (908) Clinical: 699 (714) Admin: 285 (194) Appointment booked in response: 420 (392) Advice given: 192 (170)
Patient Did Not Attend (DNA) the appointment	94hrs which includes 94 missed appointments with either a doctor, advanced nurse practitioner (ANP) or paramedic. Also missed: 126 Blood test appointments 22 Respiratory appointments 27 general nurse appointments 18 Cervical smear appointments
Friends and Family Test (FFT)	Very Good and Good = 91% (92%) Very Poor and Poor = 6% (5%)
Referrals	2WW = 107 (85) Urgent/Routine = 1,243 (1,113)