



Month: June 2026

Number of patients: 24,962 (24,908)

(LAST MONTH'S FIGURES IN BRACKETS)

Face to Face Consultations	8,142 (7,277)
Telephone Consultations	4,084 (3,549)
Phone calls answered	9,452 (8,219)
Average queue time	12m 0s (13m 51s)
Call backs requested	3,277 (3,003)
Phone calls made	7,837 (7,730)
SystemConnect	Online queries: 1,089 (851) Clinical: 802 (610) Admin: 287 (240) Appointment booked in response: 415 (353) Advice given: 265 (161)
Patient Did Not Attend (DNA) the appointment	87 hours which includes 106 missed appointments with either a doctor, advanced nurse practitioner (ANP) or paramedic. 108 blood test appointments missed 35 routine doctor appointments missed
Friends and Family Test (FFT)	Very Good and Good = 90% (91%) Very Poor and Poor = 7% (7%)
Referrals	2WW = 122 (84) Urgent/Routine = 1354 (1,385)