



Month: January 2026
Number of patients: 24,913 (24,860)
(LAST MONTH'S FIGURES IN BRACKETS)

Face to Face Consultations	8,598 (7,415)
Telephone Consultations	4,149 (3,750)
Phone calls answered	9,553 (8,201)
Average queue time	15m 31s (14m 46s)
Call backs requested	4,111 (2,964)
Phone calls made	8,566 (7,757)
SystemConnect	Online queries: 965 (778) Clinical: 726 (550) Admin: 238 (228) Appointment booked/offered in response: 400 (282) Advice given 219 (156)
Patient Did Not Attend (DNA) the appointment	86 hrs (86hrs) hours which includes 101 missed appointments with either a doctor, advanced nurse practitioner (ANP) or paramedic. 148 Blood tests not attended
Friends and Family Test (FFT)	Very Good and Good = (92%) Very Poor and Poor = (7%)
Referrals	2WW = 85 (74) Urgent/Routine = 1,149 (1,031)