



**NOVEMBER 2025**

**Number of patients: 24,872 (24,829)**

(last month's figures in brackets)

Face to Face Consultations	8,384 (9,771)
Telephone Consultations	3,743 (4,240)
Phone calls answered	
Average queue time	8,272 (9,345)
Call backs requested	15m 13s (14m 44s)
Phone calls made	3,133 (3,785)
	7,047 (8,492)
SystmConnect	Online queries: 886 (994) Clinical: 647 (725) Admin: 239 (268) Appointment booked in response: 296 (412) Advice given: 229 (221)
Patient Did Not Attend (DNA) the appointment	<b>= 98 hours which includes 109 missed appointments with either a doctor, advanced nurse practitioner (ANP) or paramedic.</b> 107 Flu/Covid vaccination appointments missed (incl 17 child appointments) 111 Blood test appointments missed
Friends and Family Test (FFT)	Very Good and Good = 88% (92%) Very Poor and Poor = 8% (5%)
Referrals	2WW = 95 (100) Urgent/Routine = 1126 (1,341)