



# Welcome to Priory Surgery

**Tel: 0117 949 3988**

**[www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)**

**In May 2024**  
**We provided over**  
**4914**  
**Overall appointments**

# Breakdown of appointments offered

- GP's/ANP/Trainee doctors and student doctors –  
**2138**
  - Nursing/Chronic Illness reviews - **1407**



**In May 2024**  
**We handled over**  
**6975**  
**Telephone calls**

# Call Figures from May 2024

## We took 6975 telephone calls

- Average time in real queue – 22 seconds (after call back was cleared)
- Average time in call back queue – 43 minutes 43 seconds
- 1760 Patients hung-up/abandoned call before we could answer

## **We offered PCN Appointments**

- **Physio – 174**
- **Mental Health and Wellbeing coach – 118**
  - **Social Prescriber – 88**
  - **Pharmacist - 113**

**In May 2024**

**167**

**Patients did not attend their  
booked appointments**

## DNA's for May 2024

- GP's – 29
- Nursing staff – 77
  - PCN – 23
  - Other - 38



# Impact of Missed Appointments

- Demand for appointments is very high, and whilst we are aware that there are some circumstances which can make a missed appointment inevitable, their impact can be significant, leading to:
  - An overall increase in waiting times
  - Frustration for both staff and patients
  - A waste of resources
  - A potential risk to the health of other patients because of the above
- We would therefore politely request patients to contact the surgery and let us know, if you are unable to attend your appointment.



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