



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In March 2024
We provided over
4678
Overall appointments

Breakdown of appointments offered

- GP's/ANP/Trainee doctors and student doctors –
2023
 - Nursing/Chronic Illness reviews - 1644



In March 2024
We handled over
7017
Telephone calls

Call Figures from March 2024

We took 7017 telephone calls

- Average time in real queue – 22 seconds (after call back was cleared)
- Average time in call back queue – 52 minutes 32 seconds
- 466 Patients hung-up/abandoned call before we could answer

We offered PCN Appointments

- Physio – 235
- Mental Health and Wellbeing coach – 107
- Social Prescriber – 78

In March 2024

140

**Patients did not attend their
booked appointments**

DNA's for March 2024

- GP's – 20
- Nursing staff – 96
 - PCN – 13
 - Other - 11

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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