



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In September 2024
We provided over
4527
Overall appointments

Breakdown of appointments offered

- GP's/ANP/Trainee doctors and student doctors –
2028
 - Nursing/Chronic Illness reviews - **1769**



In September 2024
We handled over
6514
Telephone calls

Call Figures from September 2024

We took 6514 telephone calls

- Average time in real queue – 21 seconds (after call back was cleared)
- Average time in call back queue – 33 minutes 8 seconds
- 1469 Patients hung-up/abandoned call before we could answer

We offered PCN Appointments

- **Physio – 87**
- **Mental Health and Wellbeing coach – 114**
 - **Social Prescriber – 46**
 - **Pharmacist - 126**

In September 2024

133

**Patients did not attend their
booked appointments**

DNA's for September 2024

- GP's – 11
- Nursing staff – 97
 - PCN – 13
 - Other - 9

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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