



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In April 2025
We provided over
5234
Overall appointments

Breakdown of appointments offered

- GP's/ANP/Trainee doctors and student doctors –
2326
 - Nursing/Chronic Illness reviews - **2094**



**In April 2025
We handled over
5579
Telephone calls**

Call Figures from April 2025

We took 5579 telephone calls

- Average Queue Time Answered – 9m 25s
- 1292 Patients hung-up/abandoned call before we could answer

We offered PCN Appointments

- **Physio – 112**
- **Mental Health and Wellbeing coach – 82**
- **Social Prescriber – 102**
- **Pharmacist - 189**

In April 2025

134

**Patients did not attend their
booked appointments**

DNA's for April 2025

- GP's – 18
- Nursing staff – 103
 - PCN – 13
 - Other - 0

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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