



# Welcome to Priory Surgery

**Tel: 0117 949 3988**

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

**In May 2025**  
**We provided**  
**4491**  
**appointments**

# Breakdown of appointments offered

- GP's/ANP/Trainee doctors and student doctors –  
**2522**
  - Nursing/Chronic Illness reviews - **1462**



**In May 2025  
We handled  
5321  
Telephone calls**

# Call Figures from May 2025

**We took 5321 telephone calls**

- **Average Queue Time Answered – 9m 38s**
  - **Opted for a call back – 856**
  - **Call backs answered - 807**

## **We offered PCN Appointments**

- **Physio – 65**
- **Mental Health and Wellbeing coach – 110**
- **Social Prescriber – 40**
- **Pharmacist - 223**

**In May 2025**

**133**

**Patients did not attend their  
booked appointments**

## DNA's for May 2025

- GP's – 27
- ANP's – 4
- Nursing staff – 79
  - PCN – 9
- Bristol Drug Project - 14



# 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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