



# Welcome to Priory Surgery

**Tel: 0117 949 3988**

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

**In June 2025**  
**We provided**  
**4838**  
**appointments**

# Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – **2323**
  - Nursing/Chronic Illness reviews – **1333**
    - ANP - **350**



**In June 2025  
We handled  
5442  
Telephone calls**

# Call Figures from June 2025

**We took 5442 telephone calls**

- **Average Queue Time Answered – 9m 50s**
  - **Opted for a call back – 890**
  - **Call backs answered - 837**

## **We offered PCN Appointments**

- **Physio – 100**
- **Mental Health and Wellbeing coach – 76**
- **Social Prescriber – 64**
- **Pharmacist - 195**

**In June 2025**

**114**

**Patients did not attend their  
booked appointments**

## DNA's for June 2025

- GP's – 21
- ANP's – 4
- Nursing staff – 63
  - PCN – 13
- Bristol Drug Project - 13



# 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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