



# Welcome to Priory Surgery

**Tel: 0117 949 3988**

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

**In September 2025**  
**We provided**  
**5256**  
**appointments**

# Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – 2663
  - Nursing/Chronic Illness reviews – 1785
    - ANP - 413



**In September 2025**  
**We handled**  
**5786**  
**Telephone calls**

# Call Figures from September 2025

**We took 5786 telephone calls**

- **Average Queue Time Answered – 8m 35s**
  - **Opted for a call back – 549**
  - **Call backs successful - 503**

## **We offered PCN Appointments**

- **Physio – 104**
- **Mental Health and Wellbeing coach – 143**
- **Social Prescriber – 74**
- **Pharmacist - 57**

**In September 2025**

**142**

**Patients did not attend their  
booked appointments**

## DNA's for September 2025

- GP's – 23
- ANP's – 11
- Nursing staff – 92
  - PCN – 13
- Bristol Drug Project - 3



# 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.



**Tel: 0117 949 3988**

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