



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In October 2025
We provided
7642
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – **2576**
 - Nursing/Chronic Illness reviews – **3817**
 - ANP - **534**



**In October 2025
We handled
5475
Telephone calls**

Call Figures from October 2025

We took 5475 telephone calls

- **Average Queue Time Answered – 3m 55s**
 - **Opted for a call back – 212**
 - **Call backs successful - 200**

We offered PCN Appointments

- **Physio – 138**
- **Mental Health and Wellbeing coach – 242**
- **Social Prescriber – 111**
 - **Pharmacist - 117**

In October 2025

282

**Patients did not attend their
booked appointments**

DNA's for October 2025

- GP's – 24
- ANP's – 13
- Nursing staff – 221
 - PCN – 19
- Bristol Drug Project - 5

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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