



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In November 2025
We provided
4636
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – 2291
 - Nursing/Chronic Illness reviews – 1600
 - ANP - 366



**In November 2025
We handled
4420
Telephone calls**

Call Figures from November 2025

We took 4420 telephone calls

- **Average Queue Time Answered – 4m 56s**
 - **Opted for a call back – 252**
 - **Call backs successful - 239**

We offered PCN Appointments

- **Physio – 80**
- **Mental Health and Wellbeing coach – 187**
- **Social Prescriber – 74**
- **Pharmacist - 142**

In November 2025

121

**Patients did not attend their
booked appointments**

DNA's for November 2025

- GP's – 16
- ANP's – 9
- Nursing staff – 85
 - PCN – 8
- 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.



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