



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In January 2026
We provided
5477
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – **2779**
 - Nursing/Chronic Illness reviews – **1586**
 - ANP - **259**



In January 2026
We handled
5200
Telephone calls

Call Figures from January 2026

We took 5200 telephone calls

- **Average Queue Time Answered – 7m 42s**
 - **Opted for a call back – 724**
 - **Call backs successful - 675**

We offered PCN Appointments

- Physio – 76
- Mental Health and Wellbeing coach – 153
 - Social Prescriber – 119
 - Pharmacist - 213

In January 2026

152

**Patients did not attend their
booked appointments**

DNA's for January 2026

- GP's – 26
- ANP's – 2
- Nursing staff – 115
 - PCN – 10
- Bristol Drug Project - 1

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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