



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In March 2026
We provided
5939
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – 2770
 - Nursing/Chronic Illness reviews – 1930
 - ANP - 719



In March 2026
We handled
4985
Telephone calls

Call Figures from March 2026

We took 4985 telephone calls

- **Average Queue Time Answered – 6m 30s**
 - **Opted for a call back – 660**
 - **Call backs successful - 619**

We offered PCN Appointments

- **Physio – 250**
- **Mental Health and Wellbeing coach – 282**
 - **Social Prescriber – 267**
 - **Pharmacist - 274**

In March 2026

143

**Patients did not attend their
booked appointments**

DNA's for March 2026

- GP's – 23
- ANP's – 16
- Nursing staff – 93
 - PCN – 7
- Bristol Drug Project - 4

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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