



# Welcome to Priory Surgery

**Tel: 0117 949 3988**

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

**In April 2026**  
**We provided**  
**5351**  
**appointments**

# Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – **2513**
  - Nursing/Chronic Illness reviews – **1776**
    - ANP - **435**



**In April 2026**  
**We handled**  
**4702**  
**Telephone calls**

# Call Figures from April 2026

**We took 4702 telephone calls**

- **Average Queue Time Answered – 6m 28s**
  - **Opted for a call back – 601**
  - **Call backs successful – 566**
  - **Call backs unsuccessful - 15**

## We offered PCN Appointments

- Physio – 250
- Mental Health and Wellbeing coach – 69
  - Social Prescriber – 87
  - Pharmacist - 134

**In April 2026**

**130**

**Patients did not attend their  
booked appointments**

## DNA's for April 2026

- GP's – 26
- ANP's – 16
- Nursing staff – 78
  - PCN – 6
- 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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