



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In July 2026
We provided
5606
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – 2668
 - Nursing/Chronic Illness reviews – 1827
 - ANP - 279



**In July 2026
We handled
4500
Telephone calls**

Call Figures from July 2026

We took 4500 telephone calls

- **Average Queue Time Answered – 4m 28s**
 - **Opted for a call back – 442**
 - **Call backs successful – 403**
 - **Call backs unsuccessful – 16**
 - **Call backs cancelled - 13**

We offered PCN Appointments

- **Physio – 78**
- **Mental Health and Wellbeing coach – 135**
- **Social Prescriber – 53**
- **Pharmacist - 269**

In July 2026

150

**Patients did not attend their
booked appointments**

DNA's for July 2026

- GP's – 41
- ANP's – 3
- Nursing staff – 92
 - PCN – 12
- Bristol Drug Project - 2

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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