



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In August 2026
We provided
4247
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – **1822**
 - Nursing/Chronic Illness reviews – **1721**
 - ANP - **279**



**In August 2026
We handled
3527
Telephone calls**

Call Figures from August 2026

We took 3527 telephone calls

- **Average Queue Time Answered – 3m 30s**
 - **Opted for a call back – 202**
 - **Call backs successful – 188**
 - **Call backs unsuccessful – 10**
 - **Call backs cancelled - 4**

We offered PCN Appointments

- **Physio – 78**
- **Mental Health and Wellbeing coach – 70**
- **Social Prescriber – 133**
 - **Pharmacist - 208**

In August 2026

148

**Patients did not attend their
booked appointments**

DNA's for August 2026

- GP's – 14
- ANP's – 7
- Nursing staff – 84
 - PCN – 36
- Bristol Drug Project - 7

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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