



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In September 2026
We provided
5179
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – 2668
 - Nursing/Chronic Illness reviews – 2070
 - ANP - 426



In September 2026
We handled
4857
Telephone calls

Call Figures from September 2026

We took 4857 telephone calls

- **Average Queue Time Answered – 4m 18s**
 - **Opted for a call back – 439**
 - **Call backs successful – 419**
 - **Call backs unsuccessful – 10**
 - **Call backs cancelled - 10**

We offered PCN Appointments

- **Physio – 75**
- **Mental Health and Wellbeing coach – 78**
- **Social Prescriber – 69**
- **Pharmacist - 196**

In September 2026

155

**Patients did not attend their
booked appointments**

DNA's for September 2026

- GP's – 21
- ANP's – 9
- Nursing staff – 104
 - PCN – 11
- Bristol Drug Project - 10

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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