

This is our latest service report for patients, from July - September 2023

50,241
Total
appointments

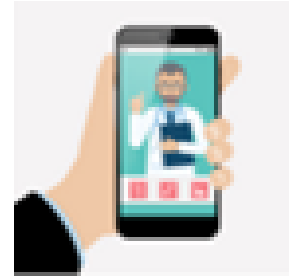


27,210 Calls
Answered



32,192
Face-to-face
appointments, all
practitioners

16,503
Telephone
appointments



82%
Appointments
booked within two
weeks



17,225
Appointments on
the same day

2,113
Did not attend
appointment

150 staff employed

Friends and Family Test Pie Chart (Patient feedback)



Very Good—71%
Good—17%
Neither Good nor
Poor—5%
Poor—3%
Very Poor—3%
Don't Know—1%

eConsult



- 1620 Admin eConsult's submitted
- 2663 Clinical eConsult's submitted
- 81% who were satisfied with the service

We currently serve 42,862 patients across our five sites.