

This is our latest service report for patients, figures from 1st January - 31st March 2024

56,523
Total
appointments



30,311
Calls
Answered



35,373
Face-to-face
appointments

How Quickly Were Calls Answered?

	1st October–31st December 2023 % Calls Answered	1st January–31st March 2024 % Calls Answered
Answered in under 1 minute	24.8%	34.3%
Answered in 1-5 minutes	32.9%	36.1%
Answered in 5- 10 minutes	18%	13.6%
Over 10 minutes	24.3%	16%

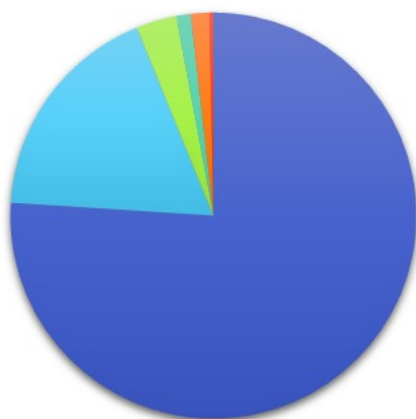
22,240
Same-day
appointments



1,779
Face-to face
appointments were
not attended

Friends and Family Test Pie Chart

(Patient feedback)



Very Good—76%

Good—18%

Neither Good nor
Poor—3%

Poor—1%

Very Poor—2%

Don't Know—0%

eConsult



- 2,234
Admin eConsult's
submitted
- 4,283
Clinical eConsult's
submitted
- 81%
who were satisfied
with the service

We currently serve 43,268 patients across our five sites.

Data taken from Surgery Connect and NHS Data Dashboard.