

# This is our latest service report for patients, from 1st October - 31st December 2023

57,076  
Total  
appointments

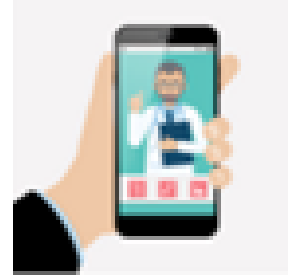


28,542 Calls  
Answered



38,167  
Face-to-face  
appointments, all  
practitioners

18,347  
Telephone  
appointments



1,330  
Did not attend  
appointment



20,303  
Appointments on  
the same day



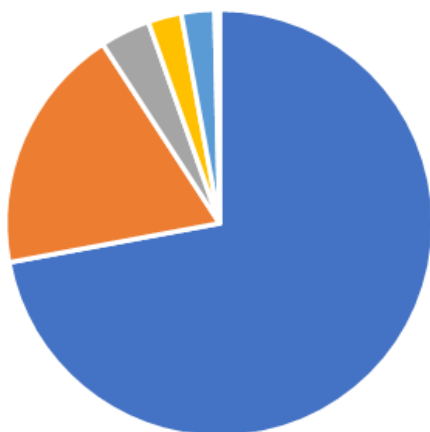
85%  
Appointments  
booked within two  
weeks

(Data from April 23 - Dec 23)

150 staff employed

## Friends and Family Test Pie Chart

(Patient feedback)



Very Good—72%  
Good—19%  
Neither Good nor  
Poor—4%  
Poor—2%  
Very Poor—3%  
Don't Know—0%

## eConsult



- 1,836 Admin eConsult's submitted
- 3,161 Clinical eConsult's submitted
- 81% who were satisfied with the service

**We currently serve 42,945 patients across our five sites.**