

Crickhowell Group Practice – April 2024

War Memorial Health Centre - April 2024



7,937

↑ 899 (7,038)

Total number of calls to surgery:



4,440

↓ -139 (4,579)

Number of calls answered within two minutes:



590

↑ 398 (192)

Number of calls abandoned:



4,613

↑ 189 (4,424)

Items issued via prescription:



412

↑ 102 (310)

Referrals Made:



85

= 0 (85)

Fit Notes Issued:



443

↑ 68 (375)

Administrative Communications Issued (letters/emails):



864

↑ 433 (431)

Text Messages Sent and Received:



9,768

↑ 315 (9,453)

Total digital requests submitted to practice:



4,186

↑ 619 (3,567)

Appointments - Total:



4,029 (96.249%)

↑ 651 (3,378)

Appointments - Seen:



157 (3.751%)

↓ -32 (189)

Appointments - DNA: