## Crickhowell Group Practice – June 2024

War Memorial Health Centre - June 2024

Total number of calls to surgery:	<b>6,866</b> ↑ 263 (6,603)	Number of calls answered within two minutes:	<b>3,463</b> ↓ -1,100 (4,563)	Number of calls abandoned:	<b>521</b> ↓ -109 (630)
Items issued via prescription:	<b>4,292</b> <b>↑</b> 51 (4,241)	Referrals Made:	<b>368</b> 11 (357)	Fit Notes Issued:	<b>69</b> ↓ -14 (83)
Administrative Communications Issued (letters/emails):	<b>450</b> ↓ -26 (476)	Text Messages Sent and Received:	<b>657</b> ↑ 50 (607)	Total digital requests submitted to practice:	<b>10,782</b> <ul> <li>-128 (10,910)</li> </ul>
Appointments - Total:	<b>3,661</b> ↓ -573 (4,234)	Appointments - Seen:	<b>3,498 (95.548%)</b> ↓ -568 (4,066)	Appointments - DNA:	<b>163 (4.452%)</b> ↓ -5 (168)