



# Crickhowell Group Practice – August 2024

War Memorial Health Centre - August 2024




**5,463**  
↓ -888 (6,351)

Total number of calls to surgery:




**3,678**  
↓ -556 (4,234)

Number of calls answered within two minutes:




**281**  
↓ -326 (607)

Number of calls abandoned:




**4,321**  
↓ -125 (4,446)

Items issued via prescription:




**314**  
↓ -62 (376)

Referrals Made:




**61**  
↓ -22 (83)

Fit Notes Issued:




**348**  
↓ -109 (457)

Administrative Communications Issued (letters/emails):




**1,305**  
↑ 556 (749)

Text Messages Sent and Received:




**9,846**  
↓ -439 (10,285)

Total digital requests submitted to practice:




**3,510**  
↓ -540 (4,050)

Appointments - Total:



**3,394 (96.695%)**  
↓ -496 (3,890)

Appointments - Seen:



**116 (3.305%)**  
↓ -44 (160)

Appointments - DNA: