

Crickhowell Group Practice Activity Data – November 2024

War Memorial Health Centre - November 2024



5,969

↓ -3,490 (9,459)

Total number of calls to surgery:



2,327

↓ -63 (2,390)

Number of calls answered within two minutes:



106

↓ -1 (107)

Number of calls abandoned:



4,629

↓ -213 (4,842)

Items issued via prescription:



363

↓ -41 (404)

Referrals Made:



74

↓ -14 (88)

Fit Notes Issued:



443

↓ -5 (448)

Administrative Communications Issued (letters/emails):



1,218

↓ -268 (1,486)

Text Messages Sent and Received:



9,996

↓ -2,674 (12,670)

Total digital requests submitted to practice:



3,929

↓ -2,412 (6,341)

Appointments - Total:



3,800 (96.717%)

↓ -2,388 (6,188)

Appointments - Seen:



129 (3.283%)

↓ -24 (153)

Appointments - DNA: