Reception Data – December 2023

War Memorial Health Centre - December 2023

5,557
↓ -1,698 (7,255)
Total number of calls to surgery:

3,502
↑ 1,119 (2,383)
Number of calls answered within two minutes:

599
↓ -284 (883)
Number of calls abandoned:

4,478
↑ 38 (4,440)
Items issued via prescription:

230
↓ -139 (369)
Referrals Made:

58
↑ 1 (57)
Fit Notes Issued:

410
↓ -167 (577)
Administrative Communications Issued (letters/emails):

1,871
↑ 417 (1,454)
Text Messages Sent and Received:

2,949
↑ 554 (2,395)
Total digital requests submitted to practice:

3,510
↓ -717 (4,227)
Appointments - Total:

3,404 (96.98%)
↓ -660 (4,064)
Appointments - Seen:

106 (3.02%)
↓ -57 (163)
Appointments - DNA: