

# Crickhowell Group Practice Activity Data – April 2025

War Memorial Health Centre - April 2025



6,271

↑ 53 (6,218)

Total number of calls to surgery:



6,075

↑ 4,513 (1,562)

Number of calls answered within two minutes:



617

↓ -10 (627)

Number of calls abandoned:



4,411

↑ 79 (4,332)

Items issued via prescription:



439

↑ 89 (350)

Referrals Made:



62

↓ -17 (79)

Fit Notes Issued:



452

↓ -15 (467)

Administrative Communications Issued (letters/emails):



1,510

↑ 237 (1,273)

Text Messages Sent and Received:



997

↓ -16 (1,013)

Total digital requests submitted to practice:



3,617

↓ -115 (3,732)

Appointments - Total:



3,490 (96.489%)

↓ -122 (3,612)

Appointments - Seen:



127 (3.511%)

↑ 7 (120)

Appointments - DNA: