

Crickhowell Group Practice Activity Data – August 2025

War Memorial Health Centre - August 2025



5,688

↓ -307 (5,995)

Total number of calls to surgery:



4,997

↑ 1,936 (3,061)

Number of calls answered within two minutes:



478

↓ -92 (570)

Number of calls abandoned:



4,215

↓ -57 (4,272)

Items issued via prescription:



213

↓ -52 (265)

Referrals Made:



42

↓ -20 (62)

Fit Notes Issued:



320

↓ -81 (401)

Administrative Communications Issued (letters/emails):



4,382

↑ 2,925 (1,457)

Text Messages Sent and Received:



1,083

↓ -171 (1,254)

Total digital requests submitted to practice:



3,378

↓ -614 (3,992)

Appointments - Total:



3,251 (96.24%)

↓ -595 (3,846)

Appointments - Seen:



127 (3.76%)

↓ -19 (146)

Appointments - DNA: