

23,512 calls answered

13,087 face to face appointments conducted

22,972 telephone appointments conducted

1496 home visits conducted

11,732 Online Triage forms received

4,086 patients' lab results processed

1,300 referrals completed

Chilcote SURGERY

397 'Did not attend' appointments (DNAs) = 131 hours

9,405 prescriptions issued

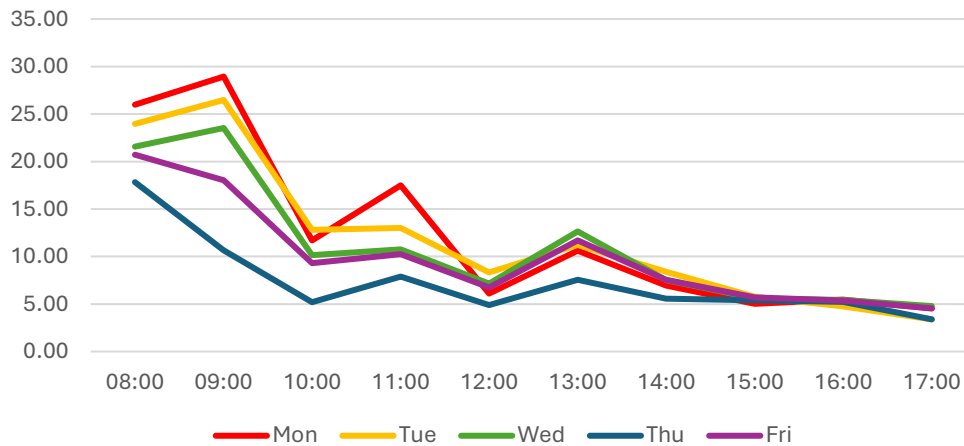
7,210 documents processed

What did we do?

1st July – 30th Sept 2025

Patient list size: 15,586

Appointment Call Wait Times (mins)



Prescription Call Wait Times (mins)

