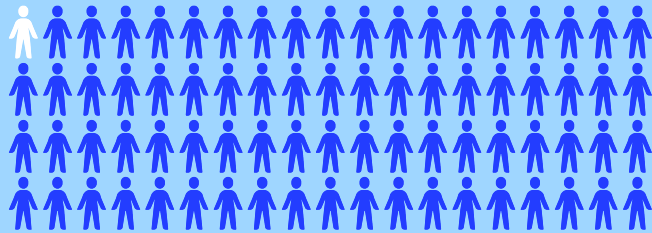


Pond Tail Surgery

August at a glance...



We now have 6,598 patients registered at the practice, with 36 new registrations in August



Our staff went out on 50 home visits



We processed 2,153 clinical documents...

...issued 2,001 medications...



...sent 162 referrals...



...and received 1,670 telephone calls



...received 2,358 online appointment and administration requests

We carried out 2,346 appointments, of which...

 **59%** were with a GP or ANP

 **82%** were face to face

...and 80 were missed by patients.

On average, patients spent 4 minutes in the waiting room before their appointment. Around 3% of appointments were missed, resulting in over 13 hours of wasted time. Please always cancel if you cannot attend your appointment.