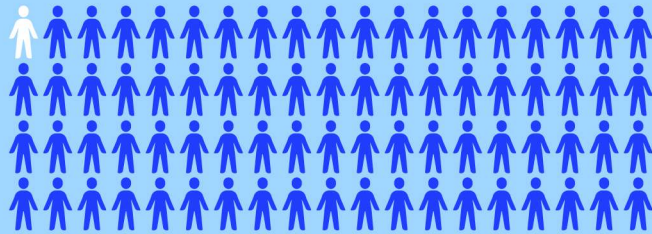


Pond Tail Surgery

December at a glance...



We now have 6,573 patients registered at the practice, with 31 new registrations in December.



We processed 2,563 clinical documents...

...issued 2,201 medications...



...sent 185 referrals...



...and received 1,496 telephone calls



...received 2,537 online appointment and administration requests

We carried out 2,612 appointments, of which...

 **60%** were with a GP or ANP

 **79%** were face to face

...and 81 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 13.5 hours of wasted time. Please always cancel if you cannot attend your appointment.