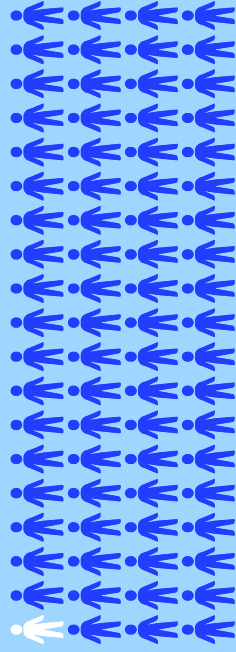
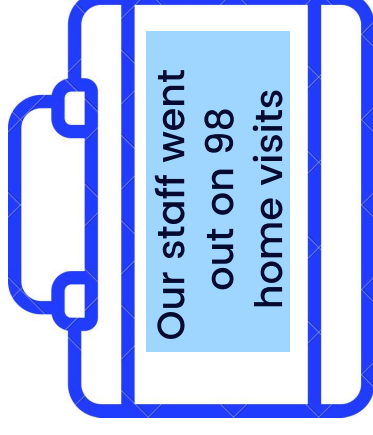


Pond Tail Surgery

January at a glance...



We now have 6,572 patients registered at the practice, with 57 new registrations in January.



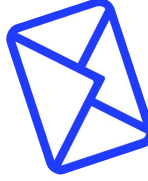
Our staff went out on 98 home visits



We processed 1,865 clinical documents...



...issued 2,181 medications...



...sent 241 referrals...



...and received 1,808 telephone calls



...received 2,891 online appointment and administration requests

We carried out 2,888 appointments, of which...



58% were with a GP or ANP



80% were face to face

...and 86 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 14 hours of wasted time. **Please always cancel if you cannot attend your appointment.**