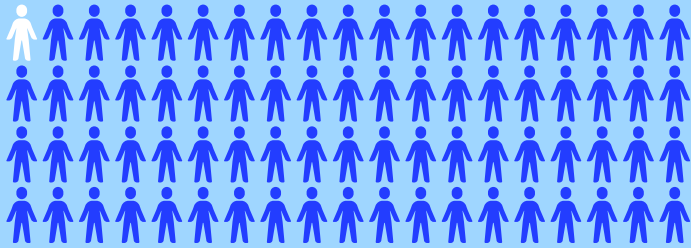


Pond Tail Surgery

July at a glance...



We now have 6,610 patients registered at the practice, with 47 new registrations in July



Our staff went out on 107 home visits



We processed 2,181 clinical documents...

...issued 2,245 medications...



...sent 202 referrals...



...and answered 2,016 incoming calls



...received 2,818 online appointment and administration requests

We carried out 2,804 appointments, of which...

59% were with a GP or ANP

82% were face to face

...and 73 were missed by patients.

On average, patients spent 3 minutes in the waiting room before their appointment. Around 3% of appointments were missed, resulting in almost 12 hours of wasted time. Please always cancel if you cannot attend your appointment.