

Pond Tail Surgery

March at a glance...



We now have 6,578 patients registered at the practice, with 41 new registrations in March.



We processed 1,845 clinical documents...

...issued 2,279 medications...



...sent 195 referrals...



...and received 1,909 telephone calls



...received 2,869 online appointment and administration requests

We carried out 3,017 appointments, of which...

 **61%** were with a GP or ANP

 **76%** were face to face

...and 99 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 16 hours of wasted time. Please always cancel if you cannot attend your appointment.