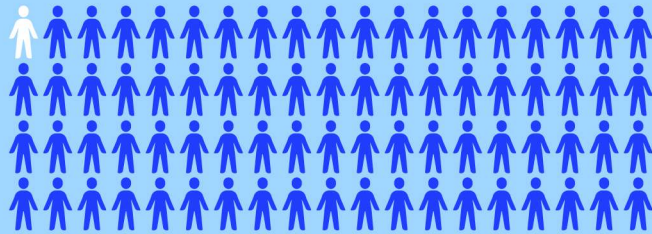


# Pond Tail Surgery

## November at a glance...



We now have 6,575 patients registered at the practice, with 50 new registrations in November.



We processed 1,500 clinical documents...

...issued 2,084 medications...



...sent 187 referrals...



...and received 1,861 telephone calls



...received 2,677 online appointment and administration requests

We carried out 2,593 appointments, of which...

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

 **81%** were face to face

...and 85 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.