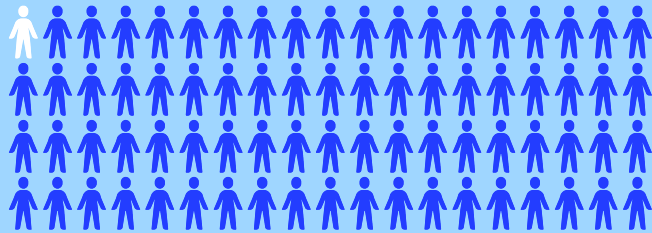


# Pond Tail Surgery

## October at a glance...



We now have 6,575 patients registered at the practice, with 23 new registrations in October.



We processed 2,592 clinical documents...

...issued 2,146 medications...



...sent 191 referrals...



...and received 2,096 telephone calls



...received 2,826 online appointment and administration requests

We carried out 3,859 appointments, of which...

 **45%** were with a GP or ANP

 **85%** were face to face

...and 97 were missed by patients.

On average, patients spent 3 minutes in the waiting room before their appointment. Around 2.5% of appointments were missed, resulting in almost 13 hours of wasted time.  
**Please always cancel if you cannot attend your appointment.**