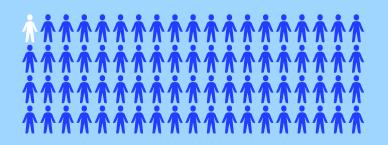
## **Pond Tail Surgery**

## September at a glance...



We now have 6,593 patients registered at the practice, with 40 new registrations in September.





We processed 1,987 clinical documents...

...issued **2,153** medications...



...sent 185 referrals...

...and received 2,151 telephone calls



We carried out **2,707** appointments, of which...

60% were with a GP or ANP

80% were face to face

...and 80 were missed by patients.

On average, patients spent 5 minutes in the waiting room before their appointment. Around 3% of appointments were missed, resulting in almost 14 hours of wasted time. Please always cancel if you cannot attend your appointment.