

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



...received 2,845 online appointment and administration requests

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.