

Pond Tail Surgery

September at a glance...



We now have 6,453 patients registered at the practice, with 40 new registrations in September.



We processed 2,448 clinical documents...

...issued 2,189 medications...



...made 203 referrals...



...received 1,843 telephone calls



...and received 2,854 online appointment and administration requests

We carried out 2,465 appointments, of which...

 **60%** were with a GP or ANP

 **78%** were face to face

...and 75 were missed by patients.

On average, patients spent 3 minutes in the waiting room before their appointment. Around 3% of appointments were missed, resulting in over 12 hours of wasted time. Please always cancel if you cannot attend your appointment.