

MAY 2026

1st May to 31st May 2026

How many requests are patients submitting?

2,791 requests submitted in **total**

90 requests submitted per day on **average**

233 requests submitted per **1000** patients

National average: 121

Regional average: 154

AccuRX Form requests

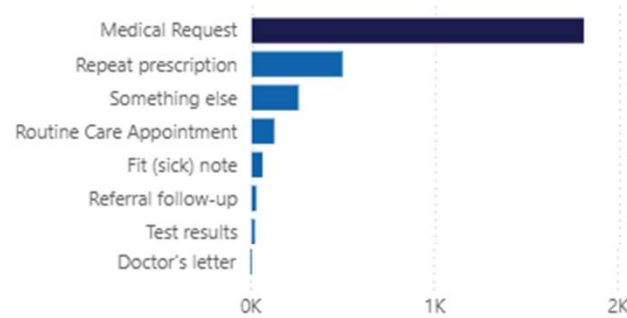
How are patients submitting requests?

● NHS App ● Reception ● Website



What types of requests are patients submitting?

● Admin ● Medical



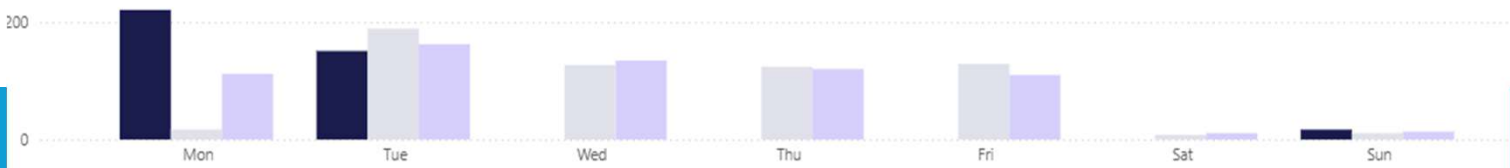
Request Submitted Date: 01/05/2026 - 31/05/2026

Request Type: All

Submission Method: All

How does this week's requests compare to last week & average requests by day of the week?

Legend: This Week (Dark Blue), Last Week (Grey), Average Requests per Day (day of week) (Light Purple)



What is the average number of requests spread across day and hour?

Total Requests

Average Requests

Day/Hour	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00
Mon	1	1					1	1	57	16	11	13	15	7	7	6	8	6	3	1
Tue	1						1	4	27	22	21	15	13	7	14	12	12	5	4	3
Wed	1				1	1	2	3	23	21	11	12	11	12	9	11	9	6	2	2
Thu	2				1		2	2	25	15	8	10	7	10	10	13	9	6	3	1
Fri			1	1		2	1	3	21	17	10	10	9	9	8	7	7	3	1	1
Sat						2	1	1	1	2	2	1	1	1	1	1	2	1	2	
Sun	1								1	2	2	2	3		2	2	1	1	1	1
Average	1	1	1	1	1	2	1	2	20	14	10	9	9	8	8	8	7	5	2	2

Busiest day of the week....

How do topic requests volumes compare year-on-year and month-on-month?

Month	Total Requests	% of total	MOM %	YOY %
May 2026	2,791		-5% ▼	-9% ▼
April 2026	2,946		-15% ▼	-3% ▼
March 2026	3,453		18% ▲	4% ▲
February 2026	2,933		-8% ▼	-2% ▼
January 2026	3,186		7% ▲	-8% ▼
December 2025	2,988		0% ▲	2% ▲
November 2025	2,981		-7% ▼	-5% ▼
October 2025	3,189		3% ▲	-3% ▼
September 2025	3,085		9% ▲	-5% ▼
August 2025	2,833		-11% ▼	1% ▲
July 2025	3,179		-1% ▼	0% ▲
June 2025	3,223		6% ▲	16% ▲
May 2025	3,051		0% ▲	-2% ▼

How we compare to last year



1. Monthly Summary

Call Summary

Inbound Received

4,072

Inbound Answered

3,170

Average Inbound Talk Time

2m 33s

Outbound Attempted

4,430

Outbound Connected

3,972 (89.7%)

Average Outbound Talk Time

2m 40s

Abandoned Summary

Abandoned Calls

683 (16.8%)

Average Abandoned Call Time

22s

Queue Summary

Calls That Queued

3,372

Answered From Queue

3,162 (93.8%)

Average Queue Time Answered

1m 30s

Missed From Queue

210 (6.2%)

Missed From Queue Excluding Repeat Callers

188 (5.6%)

Repeat Callers That Queued

17

Average Queue Time Missed

3m 7s

Callback Summary

Callbacks Requested

3

Callbacks Successful

1

Callbacks Unsuccessful

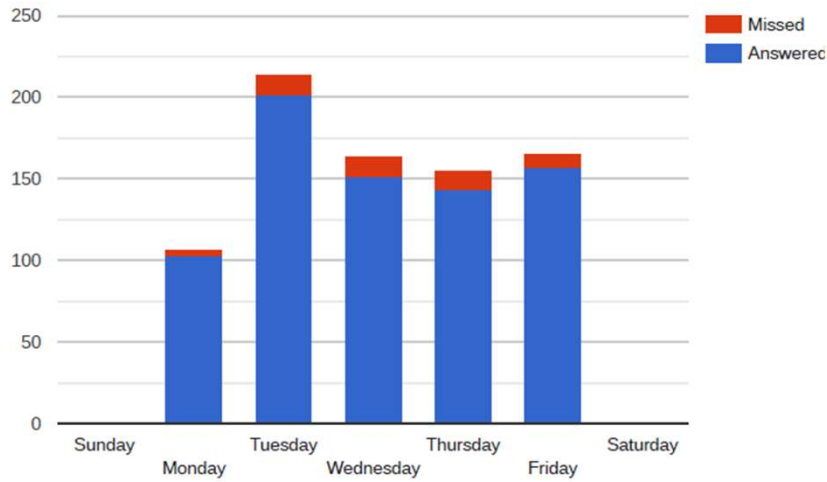
1

Patient Cancelled Callbacks

0

Telephones

Average Number of Queued Calls



Which days of the week are busiest for queued calls

What are the busiest times of day for calls

Average Number of Calls



4180 appointments offered in May

164 patients did not attend

This is a 3.92% rate

We offered more appointments than usual in May due to the Covid Spring Booster Campaign

The practice monitors missed appointments (DNAs) regularly. Our current DNA rate is 3.852%, which is lower than rates commonly reported across general practice nationally (5-7%). There is no nationally mandated target for GP DNA rates; however, this figure reflects good patient engagement and effective reminder and cancellation processes. We continue to promote easy cancellation to maximise appointment availability.

Did Not Attend (DNA)

We are currently short of nursing staff while we wait for new recruits to join our team. This means we have less appointments than usual.

In order for us to be able to see as many patients as we can, if you are unable to attend your nurse appointment, please do let us know so we can offer this appointment to someone else. This could prevent another patient having to travel to a hospital for a blood test or a walk-in centre for a dressing