

December 2025

1st December to 31st December 2025

AccuRX Form requests

How many requests are patients submitting?

2,988 requests submitted in total

96 requests submitted per day on average

248 requests submitted per 1000 patients

National average: 118

Regional average: 146

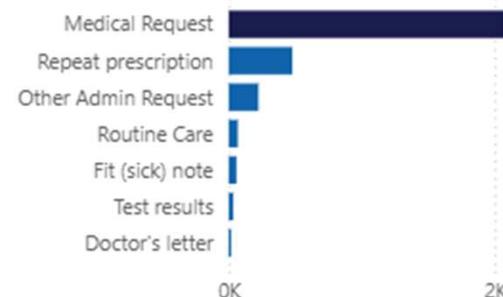
How are patients submitting requests?

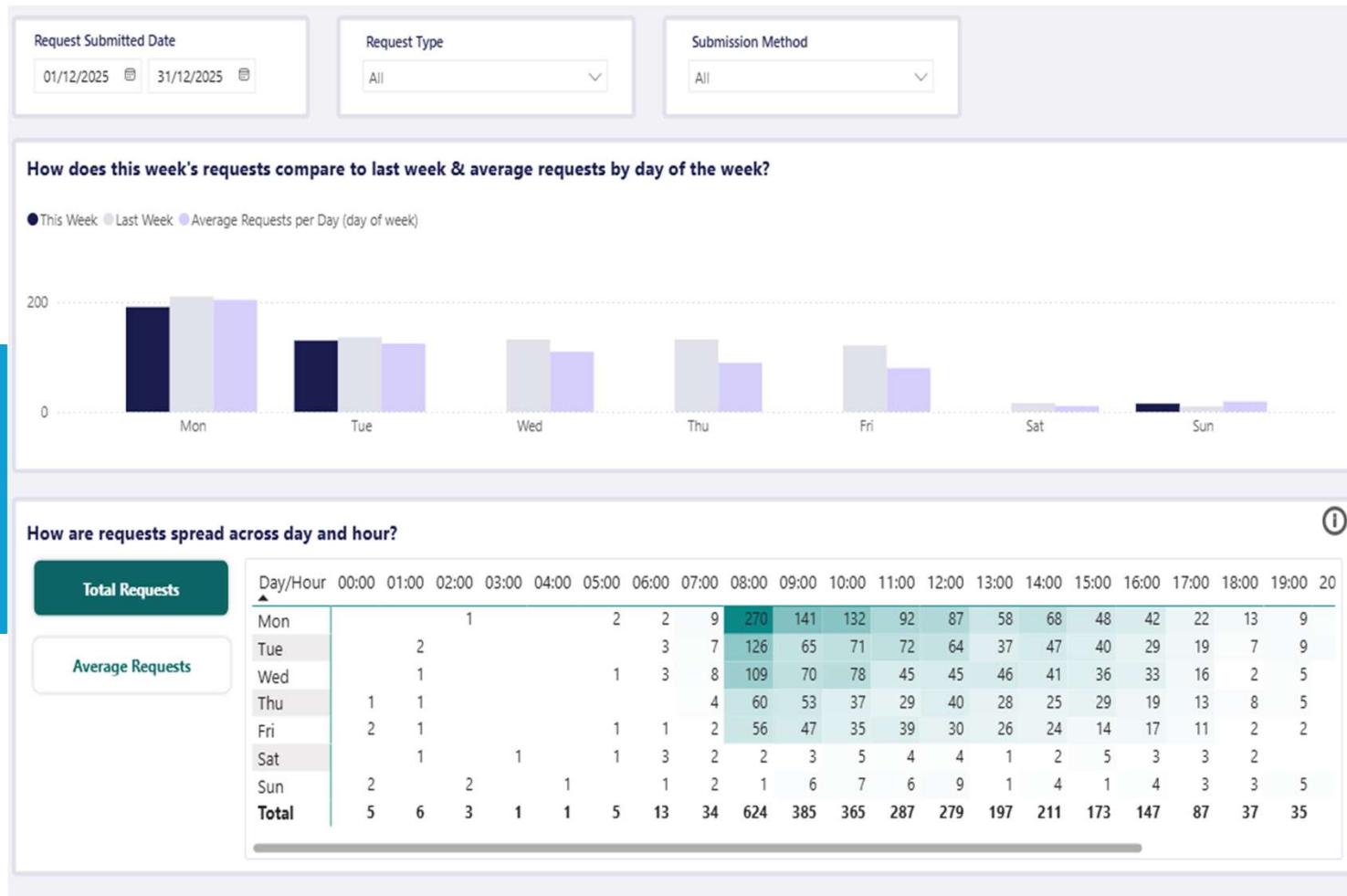
● NHS App ● Reception ● Website



What types of requests are patients submitting?

● Admin ● Medical





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 %
January 2026	2,086	-30%	-40%	
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%	▼
April 2025	3,043	-8%	▼ -11%	▼
March 2025	3,310	11%	▲ 7%	▲
February 2025	2,991	-14%	▼ -6%	▼
January 2025	3,459	18%	▲ 1%	▲
December 2024	2,940	-6%	▼ 10%	▲
November 2024	3,127	-5%	▼ -2%	▼

How we compare to last year

SURGERY CONNECT
Management Report

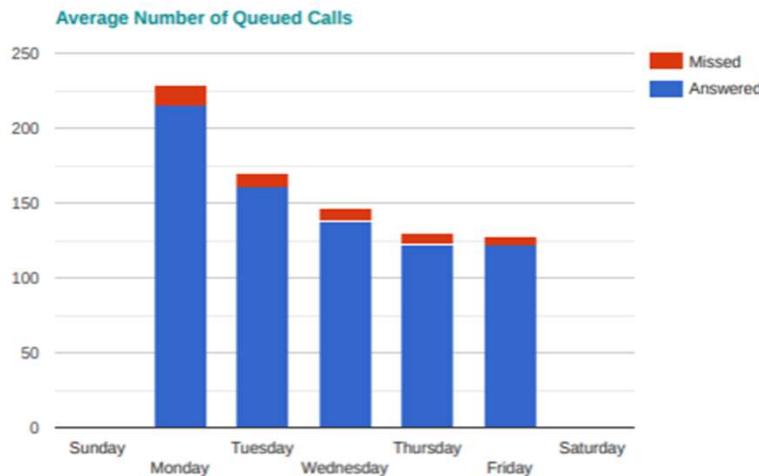
BROCKWOOD MEDICAL PRACTICE (RH3 7NJ)
December 2025

1. Monthly Summary

Call Summary		Abandoned Summary	
Inbound Received	4,774	Inbound Answered	3,560
Average Inbound Talk Time	2m 32s	Abandoned Calls	1,012 (21.2%)
Outbound Attempted		Average Abandoned Call Time	
5,084	4,602 (90.5%)	Average Outbound Talk Time	18s
Queue Summary			
Calls That Queued	3,738	Answered From Queue	3,544 (94.8%)
Average Queue Time Answered	1m 3s		
Missed From Queue	194 (5.2%)	Missed From Queue Excluding Repeat Callers	159 (4.3%)
Repeat Callers That Queued	14	Average Queue Time Missed	2m 10s
Callback Summary			
Callbacks Requested	0	Callbacks Successful	0
Callbacks Unsuccessful	0	Patient Cancelled Callbacks	0

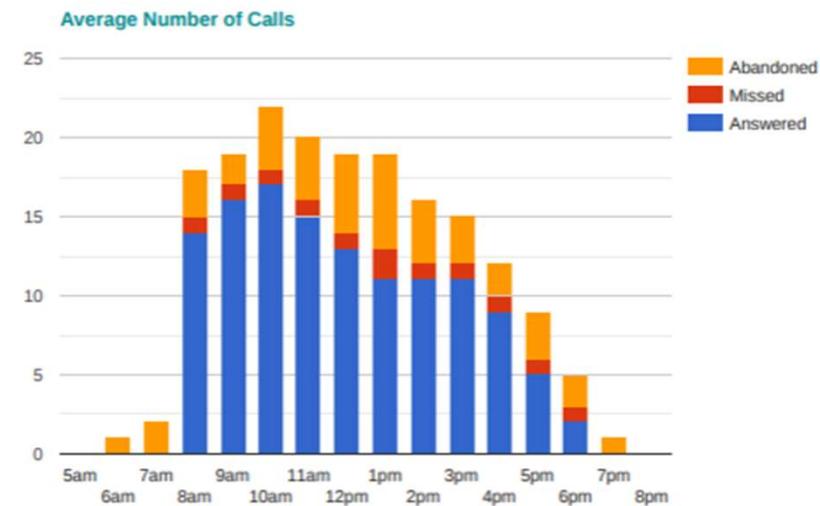
Telephones

Which Days of the Week are Busiest for Queued Calls?



Which days of the week are busiest for queued calls

What Times of the Day are Busiest for Calls?



What are the busiest times of day for calls