

# December 2025

1<sup>st</sup> December to 31<sup>st</sup> December 2025

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### 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*

# AccuRX Form requests

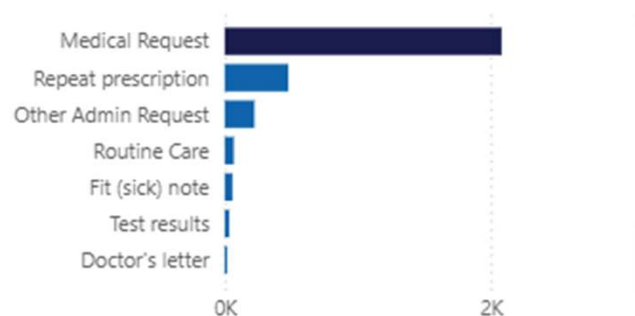
### How are patients submitting requests?

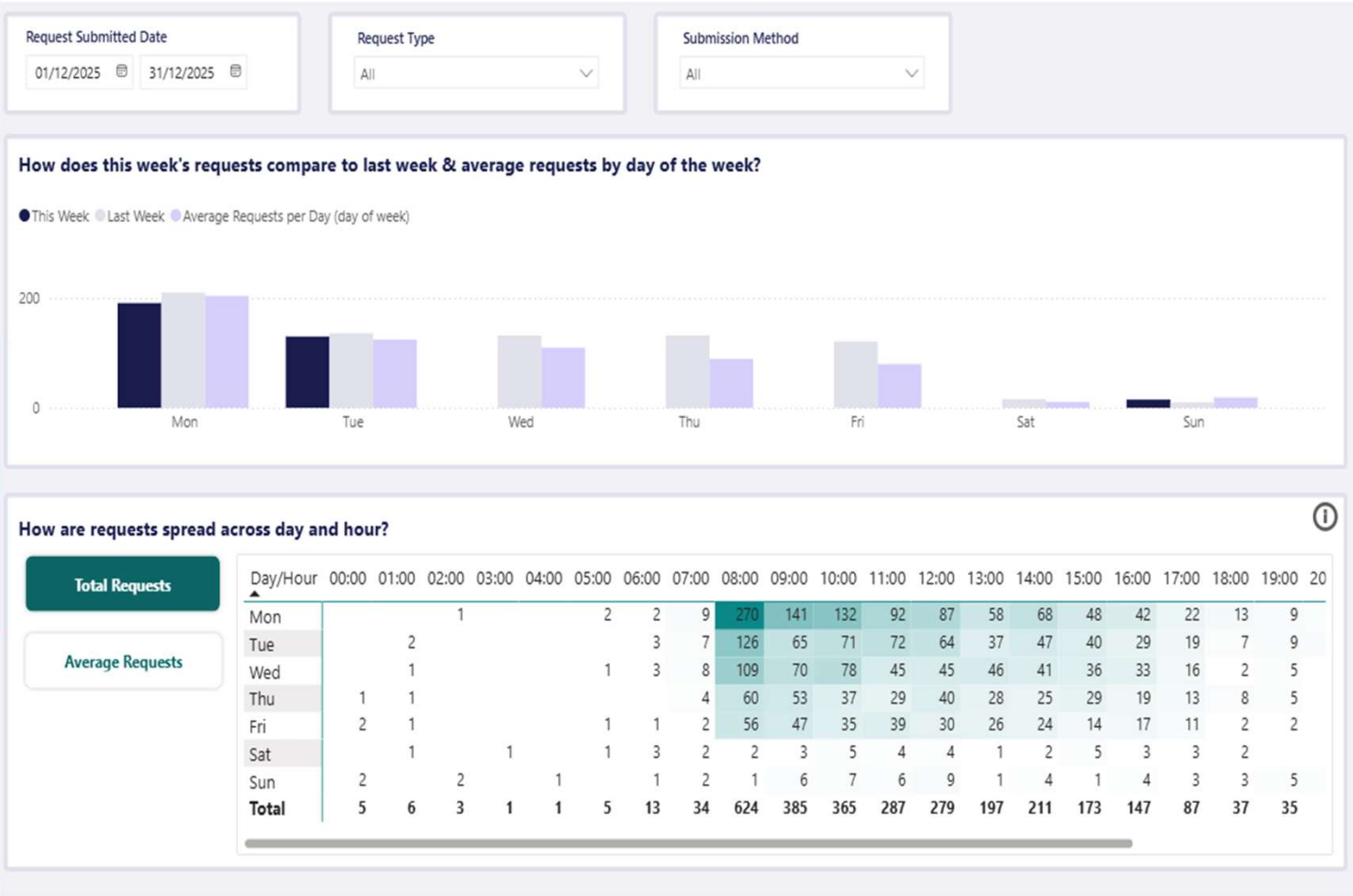
● NHS App ● Reception ● Website



### What types of requests are patients submitting?

● Admin ● Medical





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

● This Week ● Last Week ● Average Requests per Day (day of week)

Day	This Week	Last Week	Average Requests per Day
Mon	190	200	200
Tue	120	130	120
Wed	120	130	100
Thu	120	130	80
Fri	100	110	70
Sat	10	10	10
Sun	10	10	10

### How are 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	20:00
Mon			1			2	2	9	270	141	132	92	87	58	68	48	42	22	13	9	
Tue		2					3	7	126	65	71	72	64	37	47	40	29	19	7	9	
Wed		1				1	3	8	109	70	78	45	45	46	41	36	33	16	2	5	
Thu	1	1						4	60	53	37	29	40	28	25	29	19	13	8	5	
Fri	2	1				1	1	2	56	47	35	39	30	26	24	14	17	11	2	2	
Sat		1		1		1	3	2	2	3	5	4	4	1	2	5	3	3	2		
Sun	2		2		1		1	2	1	6	7	6	9	1	4	1	4	3	3	5	
Total	5	6	3	1	1	5	13	34	624	385	365	287	279	197	211	173	147	87	37	35	

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

1. Monthly Summary

Call Summary

Inbound Received	Inbound Answered	Average Inbound Talk Time
4,774	3,560	2m 32s
Outbound Attempted	Outbound Connected	Average Outbound Talk Time
5,084	4,602 (90.5%)	2m 29s

Abandoned Summary

Abandoned Calls
1,012 (21.2%)
Average Abandoned Call Time
18s

Queue Summary

Calls That Queued	Answered From Queue	Average Queue Time Answered
3,738	3,544 (94.8%)	1m 3s
Missed From Queue	Missed From Queue Excluding Repeat Callers	Repeat Callers That Queued
194 (5.2%)	159 (4.3%)	14
		Average Queue Time Missed
		2m 10s

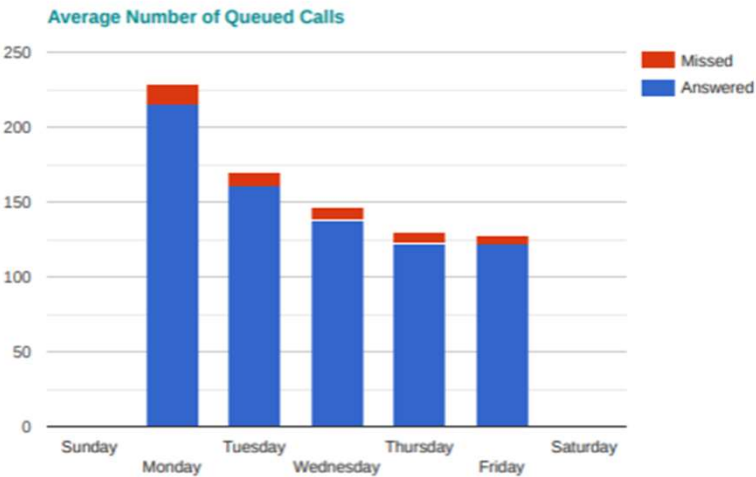
Callback Summary

Callbacks Requested	Callbacks Successful	Callbacks Unsuccessful	Patient Cancelled Callbacks
0	0	0	0



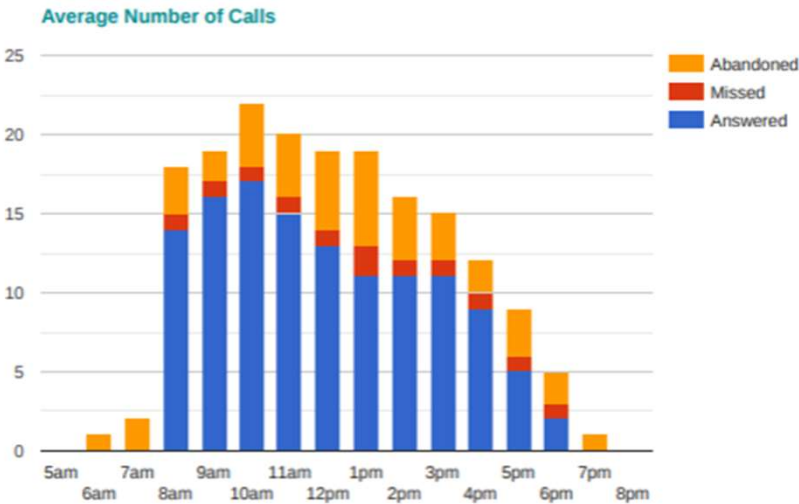
Telephones

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