

AUGUST 2026

1st August to 31st August 2026

How many requests are patients submitting?

2,968 requests submitted in **total**

96 requests submitted per day on **average**

249 requests submitted per **1000** patients

National average: 123

Regional average: 157

AccuRX Form requests

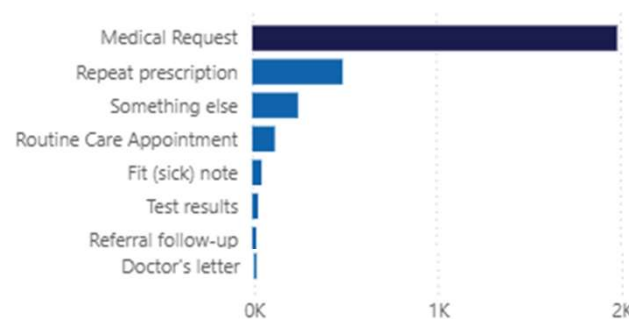
How are patients submitting requests?

● NHS App ● Reception ● Website



What types of requests are patients submitting?

● Admin ● Medical



Request Submitted Date

01/08/2026

31/08/2026

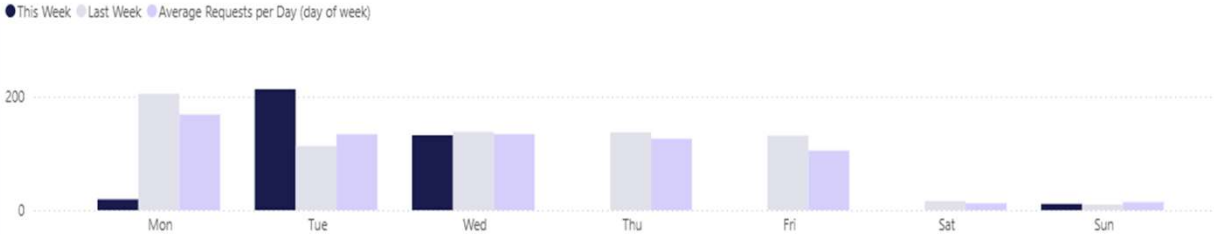
Request Type

All

Submission Method

All

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



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

Total Requests

Average Requests

Day/Hour	00:00	01:00	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	21:00	22:00	23:00	Average
Mon	1	2				1	3	39	24	20	14	15	9	11	13	11	6	2	2	2	2	1	1	11
Tue	1	2			1	2	3	24	16	14	13	12	10	9	12	9	5	2	1	2	2	1		8
Wed		1				1	1	27	13	17	14	10	8	12	8	8	7	3	2	1	2	2	1	9
Thu						1	1	22	19	13	9	10	9	11	11	8	8	2	2	2	1	2	3	8
Fri		1		1		1	2	16	15	12	10	12	9	9	8	7	3	2	1	1	2	1	1	8
Sat	1	1					2	3	1	2	2	1	3	2		1	1	1	1	1	1			2
Sun	1		2			1	1	1	1	1	2	2	2	1	2	1	1	1	1	2	2	1	1	1
Average	1	1	2	1	1	1	2	22	13	12	10	10	8	8	9	7	5	2	1	2	2	1	1	7

Busiest day
of the
week....

How do topic requests volumes compare year-on-year

Month	Total Requests	% of total	MOM %	YOY %
August 2026	2,968		-5%	5%
July 2026	3,122		-3%	-2%
June 2026	3,220		15%	-0%
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%

How we compare to last year

1. Monthly Summary

Call Summary

Inbound Received	Inbound Answered	Average Inbound Talk Time
4,225	3,319	2m 35s
Outbound Attempted	Outbound Connected	Average Outbound Talk Time
4,148	3,750 (90.4%)	2m 29s

Abandoned Summary

Abandoned Calls
667 (15.8%)
Average Abandoned Call Time
21s

Queue Summary

Calls That Queued	Answered From Queue	Average Queue Time Answered
3,537	3,312 (93.6%)	1m 26s
Missed From Queue	Missed From Queue Excluding Repeat Callers	Repeat Callers That Queued
225 (6.4%)	199 (5.6%)	20
		Average Queue Time Missed
		2m 41s

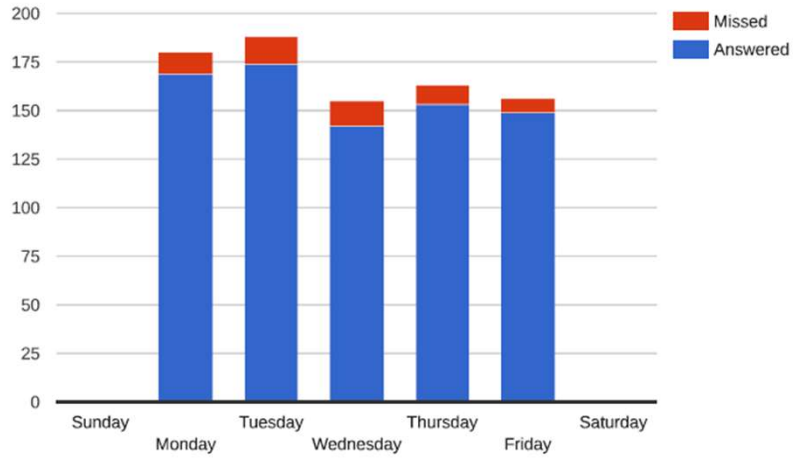
Callback Summary

Callbacks Requested	Callbacks Successful	Callbacks Unsuccessful	Patient Cancelled Callbacks
2	2	0	0



Telephones

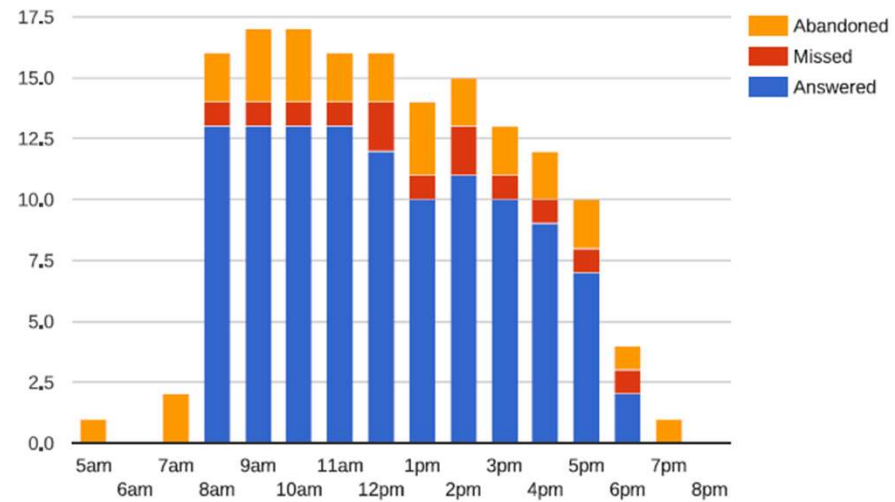
Average Number of Queued Calls



Which days of the week are busiest for queued calls

What are the busiest times of day for calls

Average Number of Calls



During August, 134 patients did not attend their scheduled appointments. The practice continues to face challenges in providing sufficient blood test appointments due to the changes in NHS monitoring guidelines for medication and the increasing number of patients with multiple long-term conditions requiring regular blood monitoring. Of the 134 missed appointments, 32 were allocated for blood tests. These missed appointments reduce available capacity and impact our ability to meet the growing demand.

Key figures:

Total missed appointments (DNA): **134**

Missed blood test appointments: **32**

Blood test appointments as a proportion of all missed appointments: **23.9%**

Did Not Attend (DNA)

Please do let us know if you are unable to make your appointment with as much notice as you possibly can.