

# February 2026

1<sup>st</sup> February to 28<sup>th</sup> February 2026

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### How many requests are patients submitting?

**2,933** requests submitted in **total**

**105** requests submitted per day on **average**

**244** requests submitted per **1000** patients  
*National average: 129*  
*Regional average: 160*

# AccuRX Form requests

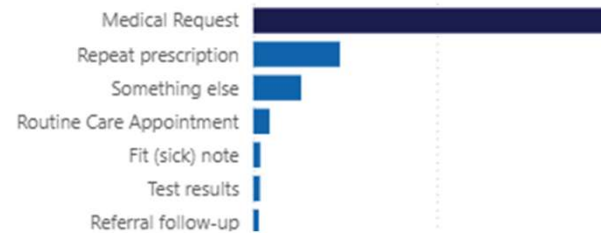
### How are patients submitting requests?

● NHS App ● Reception ● Website



### What types of requests are patients submitting?

● Admin ● Medical



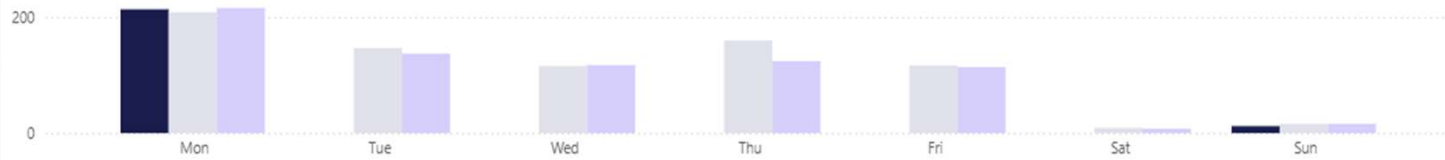
Request Submitted Date: 01/02/2026 - 28/02/2026

Request Type: All

Submission Method: All

### 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)



### How are requests spread across day and hour?

Total Requests

Average Requests

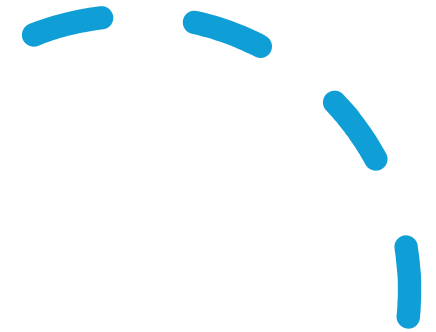
Day/Hour	00:00	01:00	02:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22
Mon			1		6	11	190	152	82	66	69	57	64	48	51	28	5	8	12	7	
Tue	1				1	6	76	80	72	36	63	51	36	35	55	14	5	6	5	6	
Wed	3	4		2	1	13	79	72	51	42	45	36	22	33	29	14	7	5	3	2	
Thu	1	1			1	8	81	67	58	46	47	45	39	38	24	22	4	6	1	4	
Fri				2	3		91	58	58	38	46	45	24	26	32	17	2	5	5	2	
Sat		1		2	2		1	2	1	1	5	2	1		3		1	2	1	1	
Sun		1				2	2	6	6	2	4	4	2	5	7	3	2	6	4	3	
<b>Total</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>13</b>	<b>45</b>	<b>520</b>	<b>437</b>	<b>328</b>	<b>231</b>	<b>279</b>	<b>240</b>	<b>188</b>	<b>185</b>	<b>201</b>	<b>98</b>	<b>26</b>	<b>38</b>	<b>31</b>	<b>25</b>	

Busiest day of the week....

How do topic requests volumes compare year-on-year

Month	Total Requests	% of total	MOM %	YOY %
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% ▼
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% ▲

How we compare to last year



1. Monthly Summary

Call Summary

Inbound Received	Inbound Answered	Average Inbound Talk Time
4,090	3,277	2m 31s
Outbound Attempted	Outbound Connected	Average Outbound Talk Time
4,346	3,939 (90.6%)	2m 41s

Abandoned Summary

Abandoned Calls
620 (15.2%)
Average Abandoned Call Time
21s

Queue Summary

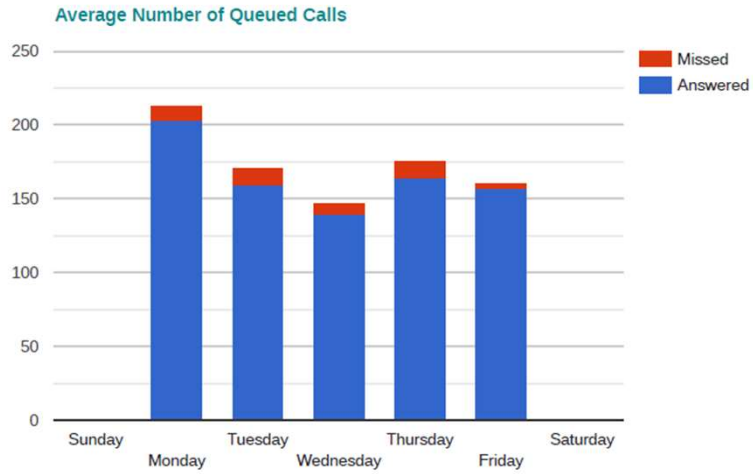
Calls That Queued	Answered From Queue	Average Queue Time Answered
3,444	3,269 (94.9%)	1m 10s
Missed From Queue	Missed From Queue Excluding Repeat Callers	Repeat Callers That Queued
175 (5.1%)	162 (4.7%)	11
		Average Queue Time Missed
		2m 45s

Callback Summary

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

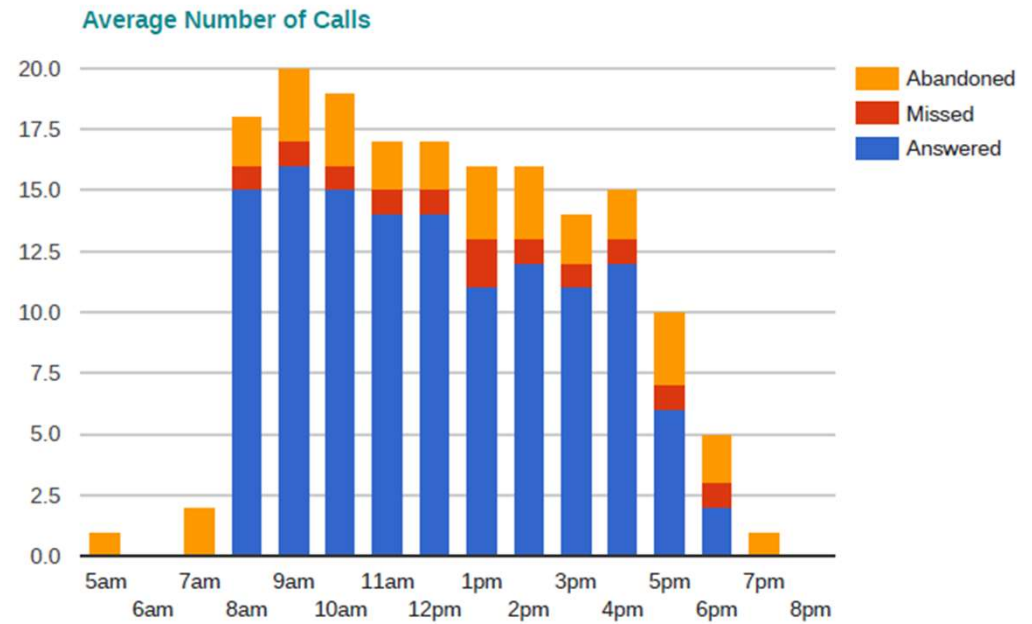


# Telephones



Which days of the week are busiest for queued calls

What are the busiest times of day for calls



**5039 appointments offered in February**  
**185 patients did not attend**  
**This is a 3.67% rate**

The practice monitors missed appointments (DNAs) regularly. Our current DNA rate is 3.67%, which is lower than rates commonly reported across general practice nationally. 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)**