Vale of Neath Practice - April 2025

5,562
↓ -308 (5,870)
Total number of calls to surgery:

3,199
↓ -155 (3,354)
Number of calls answered within two minutes:

564
↑ 17 (547)
Number of calls abandoned:

25,654
↑ 729 (24,925)
Items issued via prescription:

537
↑ 54 (483)
Referrals Made:

132
↓ -16 (148)
Fit Notes Issued:

425
↓ -67 (492)
Administrative Communications Issued (letters/emails):

14
↓ -12 (26)
Text Messages Sent and Received:

1,121
↑ 88 (1,033)
Total digital requests submitted to practice:

5,581
↓ -296 (5,877)
Appointments - Total:

5,359 (96.022%)
↓ -343 (5,702)
Appointments - Seen:

222 (3.978%)
↑ 47 (175)
Appointments - DNA: