Vale of Neath Practice - June 2025

5,983
↑ 445 (5,538)
Total number of calls to surgery:

3,885
↑ 675 (3,210)
Number of calls answered within two minutes:

511
↓ -90 (601)
Number of calls abandoned:

24,260
↑ 801 (23,459)
Items issued via prescription:

578
↑ 9 (569)
Referrals Made:

158
↑ 6 (152)
Fit Notes Issued:

456
↑ 17 (439)
Administrative Communications Issued (letters/emails):

270
↑ 223 (47)
Text Messages Sent and Received:

1,199
↑ 138 (1,061)
Total digital requests submitted to practice:

6,113
↑ 742 (5,371)
Appointments - Total:

5,873 (96.074%)
↑ 697 (5,176)
Appointments - Seen:

240 (3.926%)
↑ 45 (195)
Appointments - DNA: