Vale of Neath Practice - September 2025

5,708
↑ 177 (5,531)
Total number of calls to surgery:

3,485
↑ 116 (3,369)
Number of calls answered within two minutes:

507
↓ -69 (576)
Number of calls abandoned:

25,092
↑ 2,081 (23,011)
Items issued via prescription:

621
↑ 119 (502)
Referrals Made:

143
↓ -10 (153)
Fit Notes Issued:

521
↑ 154 (367)
Administrative Communications Issued (letters/emails):

1,149
↑ 1,050 (99)
Text Messages Sent and Received:

1,301
↑ 104 (1,197)
Total digital requests submitted to practice:

6,111
↑ 1,009 (5,102)
Appointments - Total:

5,849 (95.713%)
↑ 942 (4,907)
Appointments - Seen:

262 (4.287%)
↑ 67 (195)
Appointments - DNA: