

The Glebe Surgery in Numbers: May 2024



13,320
Registered patients



4,543
Patients with
appointments. (34%
of our patient list)



9,135
Inbound phone calls



5,662
Total appointments
(80% face-to-face)



am: 7m 55s
pm: 5m 43s
Average hold time



2,454
of the total
appointments were
with GPs



10,070
Prescriptions issued



4,350
Documents received

Notes:

Thank you to all our patients who attended their appointments. Unfortunately 166 appointments were not attended (22% of these were GP appointments). This amounts to 55 hours of clinical time.

We are always very grateful when patients use the cancellation link on their texts. We have also now added an appointment cancellation voicemail service on our main phone line to save patients waiting to speak to a receptionist.