

# The Glebe Surgery in Numbers: June 2024



13,287  
Registered patients



3,921  
Patients with appointments. (30% of our patient list)



7,785  
Inbound phone calls



5,496  
Total appointments (81% face-to-face)



am: 7m 54s  
pm: 4m 50s  
Average hold time



2,450  
of the appointment total were GP appointments



9,125  
Prescriptions issued



3,395  
Documents received

## Notes :

Thank you to all our patients who attended their appointments. Unfortunately 140 appointments were not attended (26% of these were GP appointments). This amounts to 43 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.