

## HAYGARTH DOCTORS

## Statistical Information for May 2024 on how we deal with patient information



3,187

Total number of calls to surgery:



3,125

Number of calls answered within 2minutes:



19,855

Items issued via prescription:



491

Referrals made:



,7319

Administrative communications issues (letters/emails):



4,137

Text messages sent and received:



1,048

Total digital request submitted to practice:



4,509

Appointments - Seen:



194

Appointments - DNA:



240

Number of calls abandoned:



68

Med3s Issued:



4,703

Appointments - Total: