



HAYGARTH DOCTORS

Statistical Information for December 2023 on how we deal with patient information



2,669

Total number of calls to surgery:



2,605

Number of calls answered within 2minutes:




17,306

Items issued via prescription:



385

Referrals made:




6,620

Administrative communications issues (letters/emails):




3,545

Text messages sent and received:



921

Total digital request submitted to practice:




4,039

Appointments - Seen:




174

Appointments - DNA:




151

Number of calls abandoned:



83

Med3s Issued:



4,213

Appointments - Total: