



# HAYGARTH DOCTORS

## Statistical Information for September 2023 on how we deal with patient information



**3,051**  
Total number of calls to surgery:




**2,955**  
Number of calls answered within 2minutes:



**18,426**  
Items issued via prescription:




**469**  
Referrals made:



**6,967**  
Administrative communications issues (letters/emails):



**7,374**  
Text messages sent and received:




**1,711**  
Total digital request submitted to practice:




**5,150**  
Appointments - Seen:




**222**  
Appointments - DNA:



**340**  
Number of calls abandoned:



**97**  
Med3s Issued:



**5,372**  
Appointments - Total: