



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In February 2025
We provided over
4252
Overall appointments

Breakdown of appointments offered

- GP's/ANP/Trainee doctors and student doctors –
2709
 - Nursing/Chronic Illness reviews - 1376



**In February 2025
We handled over
6187
Telephone calls**

Call Figures from February 2025

We took 5911 telephone calls

- Average time in real queue – 10s seconds (after call back was cleared)
 - Average time in call back queue – 35 minutes
- 1415 Patients hung-up/abandoned call before we could answer

We offered PCN Appointments

- **Physio – 71**
- **Mental Health and Wellbeing coach – 158**
- **Social Prescriber – 86**
- **Pharmacist - 149**

In February 2025

127

**Patients did not attend their
booked appointments**

DNA's for February 2025

- GP's – 17
- Nursing staff – 87
 - PCN – 10
 - Other - 13

Impact of Missed Appointments

- Demand for appointments is very high, and whilst we are aware that there are some circumstances which can make a missed appointment inevitable, their impact can be significant, leading to:
 - An overall increase in waiting times
 - Frustration for both staff and patients
 - A waste of resources
 - A potential risk to the health of other patients because of the above
- We would therefore politely request patients to contact the surgery and let us know, if you are unable to attend your appointment.



Tel: 0117 949 3988

www.priorysurgerybristol.co.uk