



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In March 2025
We provided over
4995
Overall appointments

Breakdown of appointments offered

- GP's/ANP/Trainee doctors and student doctors –
2663
 - Nursing/Chronic Illness reviews - 1753



**In March 2025
We handled over
6376
Telephone calls**

Call Figures from March 2025

We took 6376 telephone calls

- Average Queue Time Answered – 15m 10s
- 1575 Patients hung-up/abandoned call before we could answer

We offered PCN Appointments

- **Physio – 141**
- **Mental Health and Wellbeing coach – 90**
- **Social Prescriber – 40**
- **Pharmacist - 130**

In March 2025

131

**Patients did not attend their
booked appointments**

DNA's for March 2025

- GP's – 22
- Nursing staff – 91
 - PCN – 8
 - Other - 10

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.



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