



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In July 2025
We provided
4838
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – 2675
 - Nursing/Chronic Illness reviews – 1968
 - ANP - 502



**In July 2025
We handled
5642
Telephone calls**

Call Figures from July 2025

We took 5642 telephone calls

- **Average Queue Time Answered – 8m 25s**
 - **Opted for a call back – 677**
 - **Call backs answered - 630**

We offered PCN Appointments

- **Physio – 105**
- **Mental Health and Wellbeing coach – 84**
- **Social Prescriber – 111**
 - **Pharmacist - 153**

In June 2025

147

**Patients did not attend their
booked appointments**

DNA's for July 2025

- GP's – 17
- ANP's – 4
- Nursing staff – 102
 - PCN – 12
- Bristol Drug Project - 12

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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