



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

**In December 2025
We provided
4605
appointments**

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – 2155
 - Nursing/Chronic Illness reviews – 1581
 - ANP - 495



**In December 2025
We handled
4283
Telephone calls**

Call Figures from December 2025

We took 4283 telephone calls

- **Average Queue Time Answered – 7m 10s**
 - Opted for a call back – 355
 - Call backs successful - 338

We offered PCN Appointments

- Physio – 94
- Mental Health and Wellbeing coach – 125
- Social Prescriber – 79
- Pharmacist - 133

In December 2025

134

**Patients did not attend their
booked appointments**

DNA's for December 2025

- GP's – 24
- ANP's – 13
- Nursing staff – 84
 - PCN – 10
- Bristol Drug Project - 2

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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