



Welcome to Priory Surgery

Tel: 0117 949 3988

www.priorysurgerybristol.co.uk

In February 2026
We provided
5116
appointments

Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – **2348**
 - Nursing/Chronic Illness reviews – **1707**
 - ANP - **358**



In February 2026
We handled
4286
Telephone calls

Call Figures from February 2026

We took 4286 telephone calls

- **Average Queue Time Answered – 4m 35s**
 - **Opted for a call back – 386**
 - **Call backs successful - 369**

We offered PCN Appointments

- **Physio – 76**
- **Mental Health and Wellbeing coach – 172**
 - **Social Prescriber – 101**
 - **Pharmacist - 203**

In February 2026

131

**Patients did not attend their
booked appointments**

DNA's for February 2026

- GP's – 14
- ANP's – 10
- Nursing staff – 89
 - PCN – 13
- Bristol Drug Project - 5

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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