



# Welcome to Priory Surgery

**Tel: 0117 949 3988**

**[www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)**

**In May 2026**  
**We provided**  
**4391**  
**appointments**

# Breakdown of appointments offered

- GP's/Trainee doctors and student doctors – **2174**
  - Nursing/Chronic Illness reviews – **1766**
    - ANP - **435**



**In May 2026**  
**We handled**  
**4083**  
**Telephone calls**

# Call Figures from May 2026

## We took 4083 telephone calls

- Average Queue Time Answered – 6m 28s
  - Opted for a call back – 463
  - Call backs successful – 442
  - Call backs unsuccessful – 14
    - Call backs cancelled - 7

## We offered PCN Appointments

- Physio – 55
- Mental Health and Wellbeing coach – 102
  - Social Prescriber – 66
  - Pharmacist - 266

**In May 2026**

**113**

**Patients did not attend their  
booked appointments**

## DNA's for May 2026

- GP's – 19
- ANP's – 12
- Nursing staff – 74
  - PCN – 4
- Bristol Drug Project - 4

# 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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