

## HAYGARTH DOCTORS

Statistical Information for July 2023 on how we deal with patient information



2,802

Total number of calls to surgery:



2,703

Number of calls answered within 2minutes:



17,581

Items issued via prescription:



382

Referrals made:



6,413

Administrative communications issues (letters/emails):



3,230

Text messages sent and received:



937

Total digital request submitted to practice:



3,915

Appointments - Seen:



145

Appointments - DNA:



273

Number of calls abandoned:



87

Med3s Issued:



4,060

Appointments - Total: