

## HAYGARTH DOCTORS

## Statistical Information for October 2023 on how we deal with patient information



3,420

Total number of calls to surgery:



3,327

Number of calls answered within 2minutes:



18,640

Items issued via prescription:



470

Referrals made:



7,260

Administrative communications issues (letters/emails) :



3,970

Text messages sent and received:



1,114

Total digital request submitted to practice:



5,005

Appointments - Seen:



268

Appointments - DNA:



274

Number of calls abandoned:



103

Med3s Issued:



5,273

Appointments - Total: