

## HAYGARTH DOCTORS

## Statistical Information for January 2024 on how we deal with patient information



3,446

Total number of calls to surgery:



3,366

Number of calls answered within 2minutes:



19,077

Items issued via prescription:



433

Referrals made:



7,212

Administrative communications issues (letters/emails):



4,135

Text messages sent and received:



1,147

Total digital request submitted to practice:



5,180

Appointments - Seen:



186

Appointments - DNA:



499

Number of calls abandoned:



83

Med3s Issued:



5,366

Appointments - Total: