

# Queensferry Medical Practice – GP Activity – October 2023

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**4,970**

↑ 810 (4,160)

Total number of calls to surgery:



**3,728**

↑ 525 (3,203)

Number of calls answered within two minutes:



**1,009**

↑ 255 (754)

Number of calls abandoned:



**3,429**

↑ 134 (3,295)

Items issued via prescription:



**439**

↑ 133 (306)

Referrals Made:



**143**

↓ -35 (178)

Fit Notes Issued:



**1,442**

↑ 303 (1,139)

Administrative Communications Issued (letters/emails):



**1,686**

↑ 576 (1,110)

Text Messages Sent and Received:



**688**

↑ 15 (673)

Total digital requests submitted to practice:



**4,904**

↑ 1,041 (3,863)

Appointments - Total:



**4,610 (94.005%)**

↑ 929 (3,681)

Appointments - Seen:



**294 (5.995%)**

↑ 112 (182)

Appointments - DNA: