



Laurel House Surgery

## APPOINTMENT INFORMATION

CLINICIAN GROUP	TOTAL NUMBER OF APPOINTMENTS AVAILABLE	NUMBER OF APPOINTMENTS NOT ATTENDED
<b>NOVEMBER 2023</b>		
GP	1,848	38 = 9½ hours
Allied Healthcare Team	894	45 = 11¼ hours
Nurses	2,142	126 = 31½ hours
<b>Total</b>	<b>4,884</b>	<b>52¼ hours</b>
<b>DECEMBER 2023</b>		
GP	1,915	30 = 7½ hours
Allied Healthcare Team	1,221	72 = 18 hours
Nurses	1,520	68 = 17 hours
<b>Total</b>	<b>4,656</b>	<b>42½ hours</b>
<b>JANUARY 2024</b>		
GP	2,168	36 = 9 hours
Allied Healthcare Team	1,265	71 = 17¾ hours
Nurses	1,657	74 = 18½ hours
<b>Total</b>	<b>5,090</b>	<b>45¼ hours</b>
<b>FEBRUARY 2024</b>		
GP	1,785	41 = 10¼ hours
Allied Healthcare Team	1,352	81 = 20¼ hours
Nurses	1,317	75 = 18¾ hours
<b>Total</b>	<b>4,454</b>	<b>49¼ hours</b>
<b>MARCH 2024</b>		
GP	1,758	43 = 10¾ hours
Allied Healthcare Team	1,262	65 = 16¼ hours
Nurses	1,148	82 = 20½ hours
<b>Total</b>	<b>4,168</b>	<b>47½ hours</b>



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### TELEPHONE INFORMATION

NUMBER OF CALLS ANSWERED	AVERAGE NUMBER OF CALLS ANSWERED PER DAY	AVERAGE WAIT TIME	AVERAGE LENGTH OF CALL
<b>NOVEMBER 2023</b>			
5,348	243	3.8 minutes	5.6 minutes
<b>DECEMBER 2023</b>			
4,145	218	2.9 minutes	4.9 minutes
<b>JANUARY 2024</b>			
5,133	233	2.7 minutes	4.9 minutes
<b>FEBRUARY 2024</b>			
4,962	236	2.8 minutes	4.7 minutes
<b>MARCH 2024</b>			
4,441	211	4.2 minutes	6.08 minutes