

In April **259** appointments were not attended by our patients.

This was out of **3153** appointments we had to offer.

That meant **8%** of the appointments were wasted and others missed out on this.

We handled **4251** calls, **1219** were call backs so you do not have to wait in the phone queue.

Average call waiting time was **3m 16s**

We received **890** messages from our patients through our website, NHS app and Reception



It is incredibly important that you inform us if you are unable to attend your appointment

To cancel your appointment, please call our cancellation line on 01223 422545.