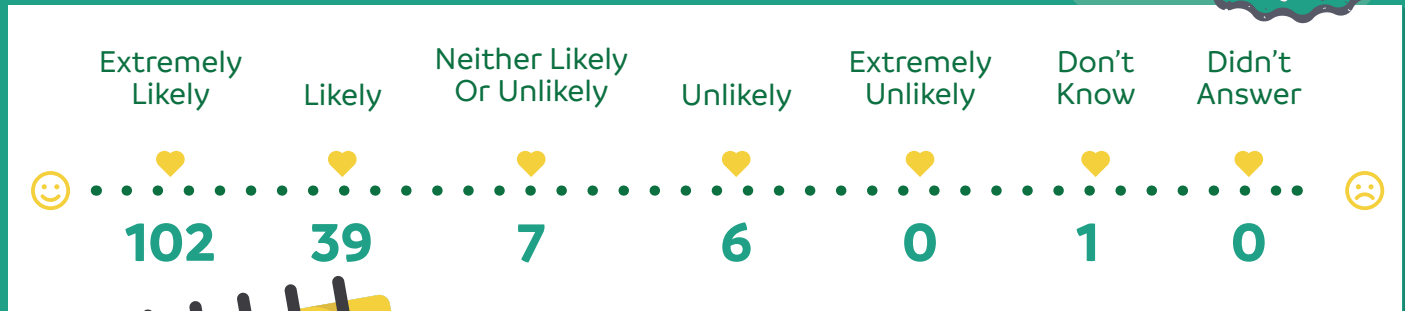


Key Stats January

Monthly
Overall Forms
Filled Out
155

Overall % Likely
to Recommend
90.97%

How likely are you to recommend Weardale Practice?



In January of the 4,068 appointments available
110 missed
(2.70%) or did not attend
resulting in over
18.3 hours
of clinical time wasted

Online Registrations			Online Usage				
SHC	798	TOTAL 1,907	SHC	772	TOTAL 1861		
WOLS	693		WOLS	677			
SJC	416		SJC	412			
% OF POPULATION					26.48%	% OF POPULATION	97.58%
% of Registrations Used					58.26%		

costing the NHS
£3,300
(Thats £30 per wasted appointment)

77 patients used our online consultation tool to find help and advice.

"Staff always helpful and informative. My health is always reviewed and any problems resolved"

"Friendly reception staff, very helpful on telephone, will try to accommodate where possible. All doctors approachable"

Home Visits in January

Patients homes visited:
73



Text Messages & Calls Sent in January

Reminder texts sent:	1,330	Total calls:	7,957	Total call time (hours):	366	Average call length:	2m49s	Longest call:	1h5m	Peak times: (Monday)	2-3pm
										Peak times: (Tuesday)	8-9am



Weardale
Practice

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