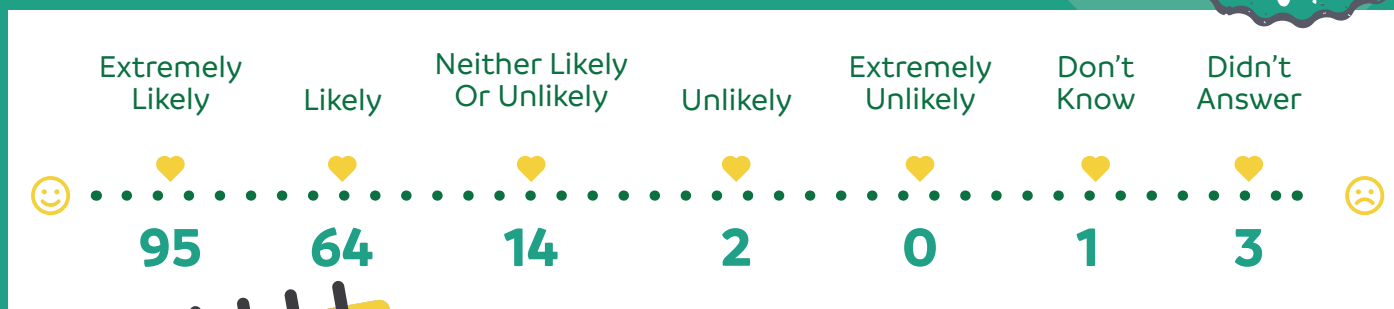


Key Stats February

Monthly
Overall Forms
Filled Out
179

Overall % Likely
to Recommend
88.9%

How likely are you to recommend Weardale Practice?



In February of the 3,447 appointments available
93 missed
(2.69%) or did not attend
resulting in over
15.5 hours
of clinical time wasted

Online Registrations			Online Usage			
SHC	815	TOTAL 1,939 % OF POPULATION 26.89%	SHC	791	TOTAL 1,895 % OF POPULATION 97.73%	
WOLS	707		WOLS	692		
SJC	417		SJC	412		
Appointments booked			54	Repeat Prescriptions		974

costing the NHS
£2,790
(Thats £30 per wasted appointment)

80 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 February

Patients homes visited:
57



Calls and Text Messages Sent in February

Reminder texts sent:	1,067	Total calls:	6,950	Total call time (hours):	343	Average call length:	2m58s	Longest call:	24m	Peak times: (Tuesday)	2-3pm
										Peak times: (Wednesday)	8-9am



**Weardale
Practice**

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