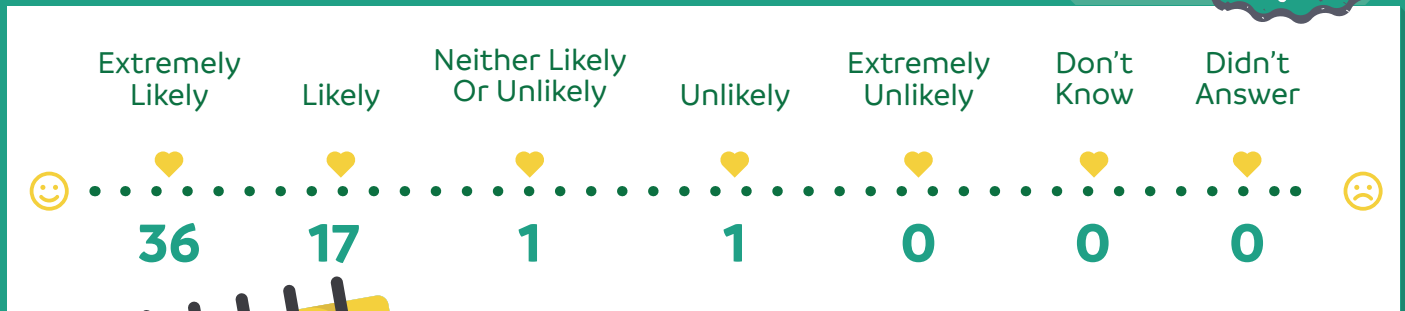


Key Stats May

Monthly
Overall Forms
Filled Out
55

Overall % Likely
to Recommend
96.36%

How likely are you to recommend Weardale Practice?



In May of the 3,382 appointments available
148 missed
(4.37%) or did not attend
resulting in over
24 hours
of clinical time wasted

Online Registrations			Online Usage		
SHC	845	TOTAL 2032 % OF POPULATION 28.22%	SHC	821	TOTAL 1988 % OF POPULATION 97.9%
WOLS	753		WOLS	735	
SJC	434		SJC	432	
Appointments booked	66		Repeat Prescriptions	988	

costing the NHS
£4,440
(Thats £30 per wasted appointment)

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

"Very knowledgeable and clearly explained what I needed to know"

"Proactive approach, changing things to make them work better eg. Meds review, surgery pharmacist, dropped kerb, online access to prescriptions, appointments etc"

Home Visits in May

Patients homes visited:
64

Calls and Text Messages Sent in May

Reminder texts sent:	Total calls:	Total call time (hours):	Average call length:	Longest call:	Peak times: (Wednesday)
1,296	8,192	406	2m 58s	42m 27s	2-3pm
					Peak times: (Thursday)
					2-3pm



Weardale
Practice

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www.thewardalepractice.nhs.uk