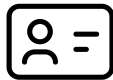


MARCH 2026

PRACTICE STATISTICS



Each month we share details of how the practice is performing. Below are the statistics for February 2026..

Appointments: **4285**

Hospital Correspondence: **7567**

Bloods Test Completed: **215**

Referrals Processed: **265**

Telephone Calls Answered: **2741**

Patients who did not attend appt: **154**

EMPLOYEE OF THE MONTH



Each month, staff take pleasure in nominating a colleague for the Employee of the Month award. This month the ward goes to **Leanne!** Staff have said she is very proactive and helpful - always looking out for EA appts and booking them appropriately. Congratulations and thank you Leanne.

RECRUITMENT

ADMINISTRATION

Debbie has started her multi-role position, where she will be working within both the reception team and the administration team. We have also welcomed Sarah & Vickie to our reception team, all of which are settling in nicely.

NURSES

We are pleased to welcome Natalie, who has taken on the role of Practice Nurse. Welcome to the team!



DID NOT ATTEND

Throughout February, we had a total of **154** appointments that patients did not attend or cancel. This equates 40 hours & 18 minutes of time wasted. Please cancel your appointment if unrequired by phone, email or the NHS app.

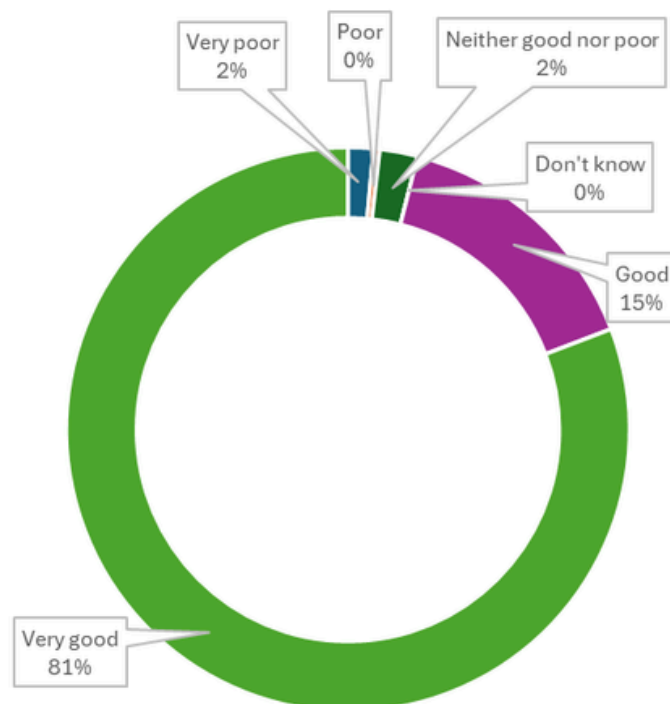
IMPORTANT REMINDERS



- **PLT** - Staff training is being held on Thursday 26th March 13:00-18:30 where the surgery will be close during this time.
- Please continue to use the red **'GET HELP'** button on our website and complete a form where your request will be viewed and actioned accordingly.

FRIENDS & FAMILY RESULTS

Below is the feedback provided by patients during February 2026. All constructive feedback is raised with the Management Team and actioned accordingly.



SELF-REFERRAL



Did you know there are a variety of services available, where you are able to self-refer yourself without making a GP appointment. Take a look on our website under the **'Self-Referral Information'** heading.