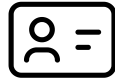


May 2026

PRACTICE STATISTICS



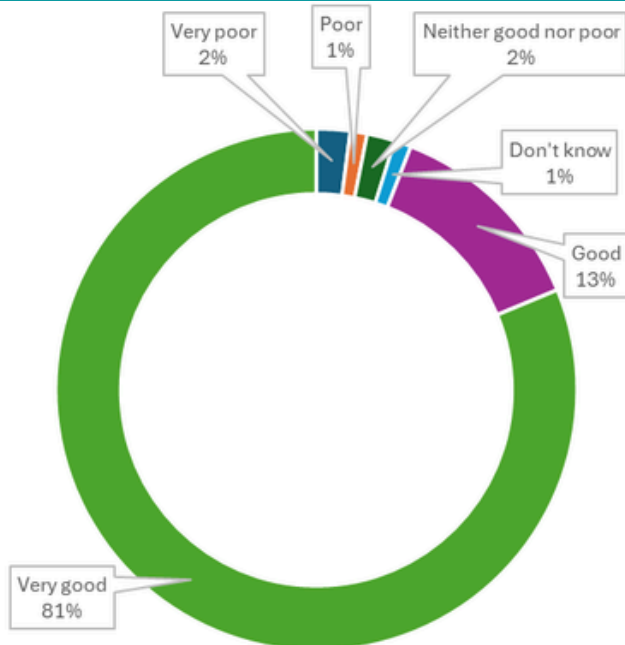
Each month we share details of how the practice is performing. Below are the statistics for the last three month period.

	February	March	April
Appointments	4285	4421	4381
Hospital Correspondence	7567	8878	7710
Bloods Test Completed	215	184	193
Referrals Processed	356	247	304
Telephone Calls Answered	2741	2973	2953
Patients who did not attend appointments	154	145	166

FRIENDS & FAMILY RESULTS

Below is the feedback provided by patients during April 2026.

All constructive feedback is raised with the Management Team and actioned accordingly.



DID NOT ATTEND

Throughout April, we had a total of **166** appointments that patients did not attend or cancel. This equates **42 hours and 30 minutes** of time wasted. Please cancel your appointment if not required by phone, email or the NHS app.

INFORMATION



Our **PPG** meets approximately every 6 weeks to discuss practice matters. Our next meeting is scheduled for 18th June 2026 at 1.00pm. If you would like to join us, please email the practice: hugglescote.surgery@nhs.net

NHS APP & SYSTEM ONLINE



The NHS App and SystemOnline are both digital platforms that allow patients to manage their healthcare services online. On these systems you can:

- Book appointments
- Request repeat prescriptions
- Access health information
- View test results
- Receive in-app messages
- Set data sharing preferences
- Link profiles

Download the **NHS App** via your Android Play Store or Apple App Store on your phone. Contact the Surgery to obtain access to System Online.

PLT - Protected Learning Time



PLT is a designated period for healthcare professionals in the Leicester City, Leicestershire, and Rutland (LLR) ICB to focus on learning and professional development needs. These sessions are available for all practices in the LLR ICB. The next training is being held on Wednesday 13th May 13:00-18:30 where the surgery will be using DHU to manage any health concerns.