

Background Information

Meddygfa Gelligaer Surgery - January 2025



5,185

↑ 366 (4,819)

Total number of calls to surgery:



4,880

↑ 345 (4,535)

Number of calls answered within two minutes:



362

↑ 78 (284)

Number of calls abandoned:



18,493

↓ -2,730 (21,223)

Items issued via prescription:



168

↓ -52 (220)

Referrals Made:



178

↑ 55 (123)

Fit Notes Issued:



581

↑ 374 (207)

Administrative Communications Issued (letters/emails):



7,085

↑ 6,832 (253)

Text Messages Sent and Received:



338

↑ 74 (264)

Total digital requests submitted to practice:



3,389

↑ 473 (2,916)

Appointments - Total:



3,210 (94.718%)

↑ 476 (2,734)

Appointments - Seen:



179 (5.282%)

↓ -3 (182)

Appointments - DNA: