

## **Leadgate Surgery 1<sup>st</sup> January – 31<sup>st</sup> January 2026**

**178 patients did not attend their scheduled appointment in January** Which is a total of 50 hours of wasted clinical time.

**GP, Advanced nurse practitioner & pharmacist appointments.**

**Patients who did not attend 57**

Which equates to 7 hours of clinical time / 43 appointments wasted.

**Nursing appointments**

**Patients who did not attend 143**

Which equates to 45 hours of clinical time wasted / 272 appointments wasted.

**Total number of system connect submitted by patients**

System connects total number 1,259

1,259 System Connects were submitted into the surgery for the GP team to triage this includes, new and existing medical issues, medication queries, test results, admin requests, miscellaneous ect.

**Incoming and outgoing telephone calls**

The Surgery received a total of 4,875 incoming telephone calls into the reception team, and a total of 3,301 outbound calls.

**Please may we remind all patients that if they are unable to attend their appointment to cancel their appointment so this may be offered to another patient in need.**