

Background Information

Aberdeen Medical Partnership (St Michael) - February 2024

 **5,409**
↑ 1,253 (4,156)
Total number of calls to surgery:


 **3,600**
↑ 936 (2,664)
Number of calls answered within two minutes:


 **142**
↓ -41 (183)
Number of calls abandoned:


 **15,262**
↓ -1,167 (16,429)
Items issued via prescription:


 **248**
↑ 18 (230)
Referrals Made:


 **113**
↓ -17 (130)
FB Notes Issued:


 **161**
↑ 16 (145)
Administrative Communications Issued (letters/emails):

 **405**
↓ -102 (507)
Text Messages Sent and Received:

 **1,952**
↓ -318 (2,270)
Total digital requests submitted to practice:

 **1,696**
↓ -197 (1,893)
Appointments - Total:

 **1,503 (88.62%)**
↓ -163 (1,666)
Appointments - Seen:

 **193 (11.38%)**
↓ -34 (227)
Appointments - CANCELLED: