













Background Information

Advanced Medical Personnel (St Helens) - October 2023

 Total number of calls to surgery: 1,606 ↓ -3,626 (5,232)	 Number of calls answered within two minutes: 718 ↓ -2,258 (2,976)	 Number of calls abandoned: 488 ↑ 205 (283)
 Items issued via prescription: 16,818 ↑ 1,437 (15,381)	 Referrals Made: 277 ↑ 3 (274)	 FB Notes Issued: 131 ↑ 28 (103)
 Administrative Communications Issued (other/emails): 178 ↑ 21 (157)	 Text Messages Sent and Received: 1,194 ↓ -937 (2,131)	 Total digital requests submitted to practice: 2,617 ↑ 113 (2,504)
 Appointments - Total: 2,209 ↑ 107 (2,102)	 Appointments - Seen: 1,993 (90.222%) ↑ 203 (1,790)	 Appointments - DNAs: 216 (9.778%) ↓ -96 (312)