

Background Information

St Julians Medical Centre - December 2023



5,869

↓ -1,472 (7,341)

Total number of calls to surgery:



4,856

↓ -920 (5,776)

Number of calls answered within two minutes:



259

↓ -75 (334)

Number of calls abandoned:



35,089

↓ -1,127 (36,216)

Items issued via prescription:



375

↓ -100 (475)

Referrals Made:



254

↓ -60 (314)

Fit Notes Issued:



3,491

↓ -718 (4,209)

Administrative Communications Issued (letters/emails):



431

↓ -1,521 (1,952)

Text Messages Sent and Received:



835

↓ -31 (866)

Total digital requests submitted to practice:



5,735

↓ -1,569 (7,304)

Appointments - Total:



5,409 (94.316%)

↓ -1,534 (6,943)

Appointments - Seen:



326 (5.684%)

↓ -35 (361)

Appointments - DNA: