

# MARCH 2026

Castle Surgery - March 2026



9,346

↑ 2,164 (7,182)

Total number of calls to surgery:



4,121

↑ 441 (3,680)

Number of calls answered within two minutes:



1,375

↑ 367 (1,008)

Number of calls abandoned:



22,046

↑ 2,030 (20,016)

Items issued via prescription:



378

↑ 9 (369)

Referrals Made:



186

↓ -4 (190)

Fit Notes Issued:



4,334

↑ 1,129 (3,205)

Administrative Communications Issued (letters/emails):



1,699

↑ 7 (1,692)

Text Messages Sent and Received:



1,692

↑ 202 (1,490)

Total digital requests submitted to practice:



5,633

↑ 540 (5,093)

Appointments - Total:



5,003 (88.816%)

↑ 489 (4,514)

Appointments - Seen:



630 (11.184%)

↑ 51 (579)

Appointments - DNA: