

APRIL 2026

Castle Surgery - April 2026



8,361

↓ -985 (9,346)

Total number of calls to surgery:



3,817

↓ -304 (4,121)

Number of calls answered within two minutes:



962

↓ -413 (1,375)

Number of calls abandoned:



22,046

= 0 (22,046)

Items issued via prescription:



378

= 0 (378)

Referrals Made:



186

= 0 (186)

Fit Notes Issued:



4,334

= 0 (4,334)

Administrative Communications Issued (letters/emails):



1,458

↓ -241 (1,699)

Text Messages Sent and Received:



1,623

↓ -69 (1,692)

Total digital requests submitted to practice:



4,785

↓ -848 (5,633)

Appointments - Total:



4,270 (89.237%)

↓ -733 (5,003)

Appointments - Seen:



515 (10.763%)

↓ -115 (630)

Appointments - DNA: