

JUNE 2026

Castle Surgery - June 2026



8,563

↑ 719 (7,844)

Total number of calls to surgery:



3,811

↑ 443 (3,368)

Number of calls answered within two minutes:



988

↑ 24 (964)

Number of calls abandoned:



21,883

↑ 1,720 (20,163)

Items issued via prescription:



373

↑ 6 (367)

Referrals Made:



196

↑ 15 (181)

Fit Notes Issued:



636

↓ -3,589 (4,225)

Administrative Communications Issued (letters/emails):



1,540

↓ -145 (1,685)

Text Messages Sent and Received:



1,675

↑ 55 (1,620)

Total digital requests submitted to practice:



4,971

↑ 286 (4,685)

Appointments - Total:



4,413 (88.775%)

↑ 280 (4,133)

Appointments - Seen:



558 (11.225%)

↑ 6 (552)

Appointments - DNA: