

JULY 2026

Castle Surgery - July 2026



7,569

↓ -994 (8,563)

Total number of calls to surgery:



3,983

↑ 172 (3,811)

Number of calls answered within two minutes:



934

↓ -54 (988)

Number of calls abandoned:



22,041

↑ 158 (21,883)

Items issued via prescription:



399

↑ 26 (373)

Referrals Made:



201

↑ 5 (196)

Fit Notes Issued:



835

↑ 199 (636)

Administrative Communications Issued (letters/emails):



2,464

↑ 924 (1,540)

Text Messages Sent and Received:



1,615

↓ -60 (1,675)

Total digital requests submitted to practice:



5,085

↑ 114 (4,971)

Appointments - Total:



4,537 (89.223%)

↑ 124 (4,413)

Appointments - Seen:



548 (10.777%)

↓ -10 (558)

Appointments - DNA: