

AUGUST 2026

Castle Surgery - August 2026



7,579

↑ 10 (7,569)

Total number of calls to surgery:



3,455

↓ -528 (3,983)

Number of calls answered within two minutes:



1,229

↑ 295 (934)

Number of calls abandoned:



19,433

↓ -2,608 (22,041)

Items issued via prescription:



389

↓ -10 (399)

Referrals Made:



173

↓ -28 (201)

Fit Notes Issued:



383

↓ -452 (835)

Administrative Communications Issued (letters/emails):



2,101

↓ -363 (2,464)

Text Messages Sent and Received:



1,686

↑ 71 (1,615)

Total digital requests submitted to practice:



4,266

↓ -819 (5,085)

Appointments - Total:



3,773 (88.444%)

↓ -764 (4,537)

Appointments - Seen:



493 (11.556%)

↓ -55 (548)

Appointments - DNA: