

### Bewick Crescent Surgery Received Call Data – April 2021

1. The table below shows the average number of attempts made by patients to call our main number during our morning peak times of 0800-0930hrs. The intent of this data is to show patients why there is sometimes difficulty getting through to our reception team. This data represents April 2021.

	<0759	0800-0805	0806-0810	0811-0815	0815-0830	0831-0900	0901-0930	Total during peak time
<b>Monday</b>	160	299	219	135	170	121	64	1008
<b>Tuesday</b>	196	261	156	112	43	26	27	625
<b>Wednesday</b>	114	181	85	56	68	28	29	447
<b>Thursday</b>	177	250	209	93	176	78	29	835
<b>Friday</b>	160	286	183	130	197	46	32	874

2. Further Information. Over the month of April 2021:

<b>Total attempts made by patients to contact the surgery:</b>	30,690
<b>Average calls per working day:</b>	1334.3