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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Monthly Stats Jan – Dec 2024 | | | | | | | | | | |
| **Month** | **Appointments**  **Face to Face/Tel** | **DNA's** | **Cancelled Appts** | **Prescriptions Issued** | **Drum Reviews** | **Telephone Calls Received** | **Average Telephone wait time** | **Referrals** | **DVT** | **IC Beds** |
| **Jan** | 9483 | 345 appts  94.95 hrs | 202 | 14,687 | 3 | 8740 (2730 dropped calls) |  | 427 | 7 |  |
| **Feb** | 8982 | 357 Appts  104 Hrs | 203 | 14,140 | 16 | 7679  (1944 dropped calls) |  | 524 | 6 |  |
| **March** | 8949 | 319 Appts  91 Hrs | 155 | 14, 164 | 55 (34) | 6563  (1415 dropped calls) |  | 350 | 1 |  |
| **April** | 8770 | 289 Appts  82 hrs | 126 | 15,117 | 19 (27) | 7468  (1768 dropped calls) |  | 324 | 6 |  |
| **May** | 8574 | 302 Appts  77 hrs | 174 | 13,126 | 8 (10) | 6970  (1557 dropped calls) |  | 309 | 2 |  |
| **June** | 8711 | 276 Appts  66 hrs | 197 | 13,716 | 12 (14) | 6025  (918 dropped calls) |  | 334 | 4 |  |
| **July** | 9043 | 277  76 hrs | 201 | 16,356 | 6 (7) | 6577  (895 dropped calls) |  | 345 | 8 | 3 |
| **Aug** | 7996 | 212 Appts  55 hrs | 158 | 14,470 | 8 (4) | 5724  (818 dropped calls) |  | 341 | 6 | 0 |
| **Sept** | 9244 | 198 Appts  50hrs | 190 | 14,667 | 10 (6) | 5406  (488 dropped calls) |  | 344 | 5 | 2 |
| **Oct** | 10,959 | 420  93.7 hrs | 443 | 15,391 | 8 (3) | 6322  (1322 dropped calls) |  | 328 | 9 | 4 |
| **Nov** | 9527 | 292  81.2 hrs | 271 | 14,424 | 4 (0) | 7063  (1256 dropped calls) | 10.4 mins – appts  5.81mins for all lines, appts, px , enquires etc | 291 | 8 | 3 |
| **Dec** | 8598 | 293  84.8hrs | 226 | 12, 730 | 2 (1) | 6126  ( 684 dropped calls) | 6.26 mins – appts  3.13 mins for all lines after 9.30 Appts, enquires, PX & urgent calls | 348 | 4 | 2 |
| **Totals** |  |  |  |  | 125 |  |  |  |  |  |