**Urmston Group Practice data**

**1st January 2024 – 18th March 2024**

**GP face to face appointments**

GPs at the practice saw **4,277 patients for face-to-face** appointments at the surgery. This consisted of **660** routine face to face appointments and **3,617** acute appointments. **124**patients did not attend their GP face to face appointment.

In the same period, GPs visited **320 housebound patients** following a request for a home visit.

**GP telephone consultations**

GPs undertook **1,052** routine telephone appointments and **1,977** acute telephone appointments.

**Nursing team face to face appointments**

The Practice Nursing team saw **1,992 patients face to face**. This included annual reviews, cytology, immunisations, and phlebotomy appointments. **182 patients did not attend** their face-to-face nursing appointment. They also undertook **209 telephone appointments.**

**AskMyGp contacts**

The practice received a total of **9,279 AskMyGp requests**, equating to an average of **163 requests received per day**.

**Telephone calls**

The practice received **18,662 incoming telephone calls**, and **6,402** patients successfully used the call back function

**Data overview 01.01.24 – 18.03.24 \***

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| --- | --- |
| Face to face GP appointments | 4,277 |
| Telephone GP appointments | 3,029 |
| Patients who did not attend their face to face GP appointment | 124 |
| GP home visits | 320 |
| Nursing team face to face appointments | 1,992 |
| Nursing team telephone appointments | 209 |
| Patients who did not attend their face to face nurse appointment | 182 |
| Telephone calls received | 18,662 |
| Successful callbacks undertaken | 6,402 |
| AskMyGp contacts received | 9,279 |

\* The above data has been generated from our clinical system, AskMyGp and telephone reporting functions.