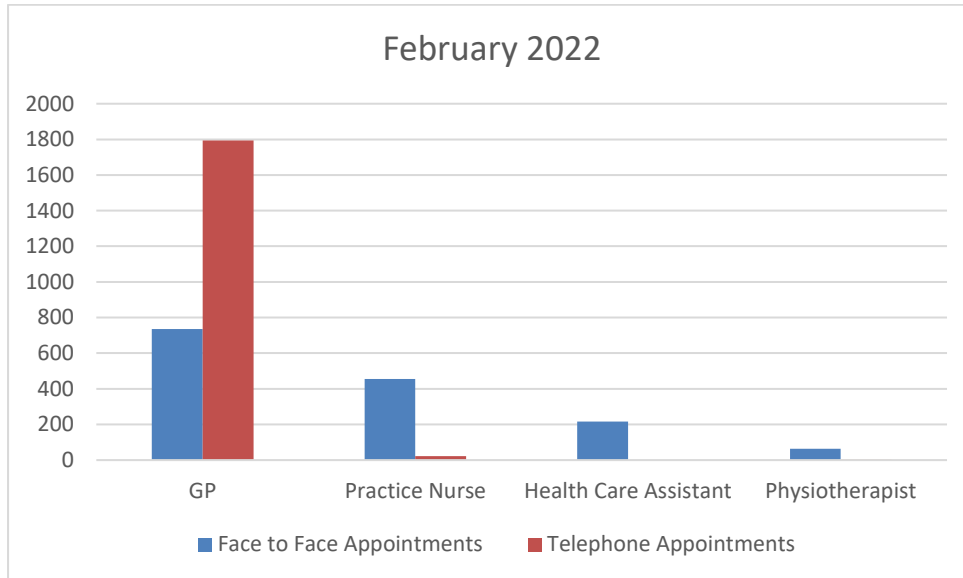


Springwell Medical Centre Telephone and Appointment Data

In the month of February the practice answered **8241** calls. From this, **3288** appointments were made. These were split as below:



Out of all the appointments made, **103** appointments were wasted due to patients failing to attend their appointments and not cancelling in advance. This has a negative impact on the practice and is therefore depriving other patients who could have made use of these appointments. Patients who frequently do not attend their appointments are at risk of being removed from the Practice List.

