

# COLERIDGE MEDICAL CENTRE

## KEY ACTIVITY REPORT 1st—31st August 16

INCOMING PHONE CALLS  <b>8535</b>	CALLS ANSWERED (AVERAGE)  <b>52 secs</b>
BOOKED CLINICAL APPOINTMENTS  <b>7282</b>	DID NOT ATTEND  <b>171</b>
REPEAT PRESCRIPTIONS PROCESSED  <b>4020</b>	REFERRALS TO SPECIALIST  <b>326</b>
NO OF PATIENTS SIGNED UP TO SMS TXT SERVICE  <b>4442</b>	ONLINE APPOINTMENTS OFFERED  <b>1712</b>