

# COLERIDGE MEDICAL CENTRE

## KEY ACTIVITY REPORT 1st—30th September 16

INCOMING PHONE CALLS  <b>9550</b>	CALLS ANSWERED (AVERAGE)  <b>38 secs</b>
BOOKED CLINICAL APPOINTMENTS  <b>7989</b>	DID NOT ATTEND  <b>230</b>
REPEAT PRESCRIPTIONS PROCESSED  <b>3874</b>	REFERRALS TO SPECIALIST  <b>335</b>
NO OF PATIENTS SIGNED UP TO SMS TXT SERVICE  <b>5418</b>	ONLINE APPOINTMENTS OFFERED  <b>4020</b>