

COLERIDGE MEDICAL CENTRE

KEY ACTIVITY REPORT 1st June—30th June 2016

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| INCOMING PHONE CALLS 8397 | CALLS ANSWERED (AVERAGE) 34 secs |
| BOOKED CLINICAL APPOINTMENTS 8015 | DID NOT ATTEND 166 |
| REPEAT PRESCRIPTIONS PROCESSED 4001 | REFERRALS TO SPECIALIST 344 |
| NO OF PATIENTS SIGNED UP TO SMS TXT SERVICE 4369 | ONLINE APPOINTMENTS OFFERED 2136 |