

# COLERIDGE MEDICAL CENTRE

## KEY ACTIVITY REPORT 1—31st October 16

INCOMING PHONE CALLS  <b>8704</b>	CALLS ANSWERED (AVERAGE)  <b>59 secs</b>
BOOKED CLINICAL APPOINTMENTS  <b>7801</b>	DID NOT ATTEND  <b>178</b>
REPEAT PRESCRIPTIONS PROCESSED  <b>3840</b>	REFERRALS TO SPECIALIST  <b>316</b>
NO OF PATIENTS SIGNED UP TO SMS TXT SERVICE  <b>4529</b>	ONLINE APPOINTMENTS OFFERED  <b>3017</b>