

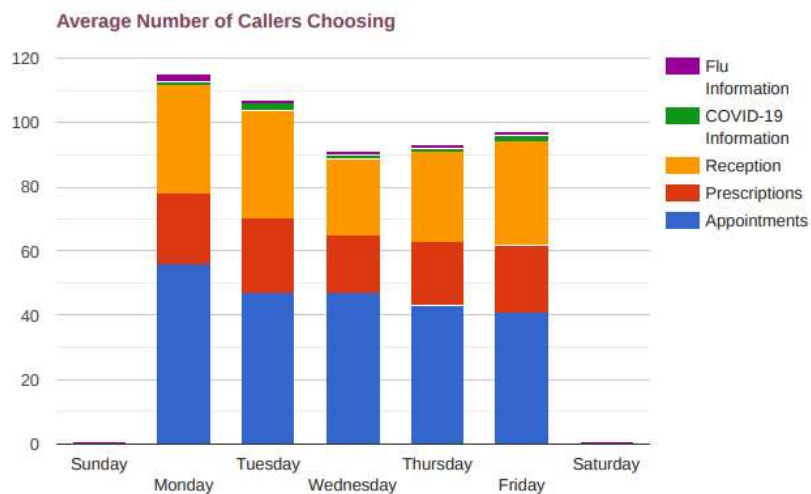
## Telephone Statistics for Museum Practice November 2021

### 1. Call Summary

<b>Total Inbound:</b>	3,583
<b>Answered:</b>	3,046
<b>Dialled Calls:</b>	2,235
<b>Average Queue Time Answered</b>	38s
<b>Average Queue Time Missed</b>	1m 35s

Our practice has just over 5000 patients so this is high a substantial number of calls both received & made by the practice team.

### 10. What Choices did Callers Make in the Busiest Menu?

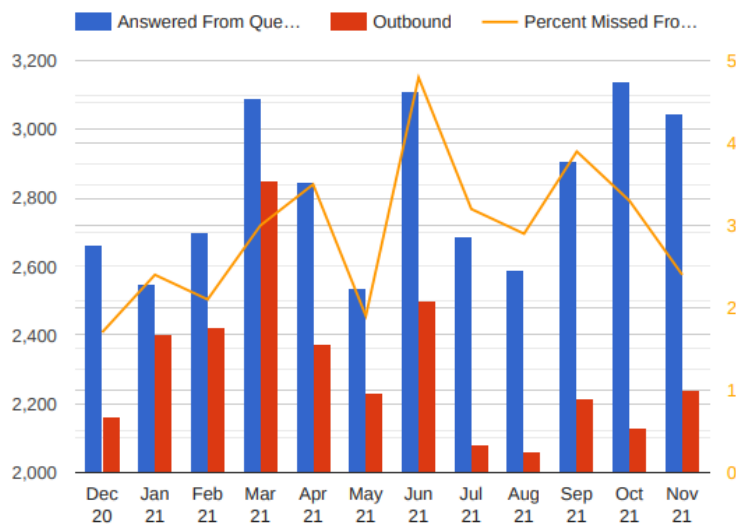


By using our online tools such as the NHS app, patient access or AccuRx, you can reduce the call volume to the surgery. Flu and covid 19 vaccination information is on our website.

Through the app you can book a telephone appointment or a flu vaccine appointment. You cancel an appointment and request a prescription.

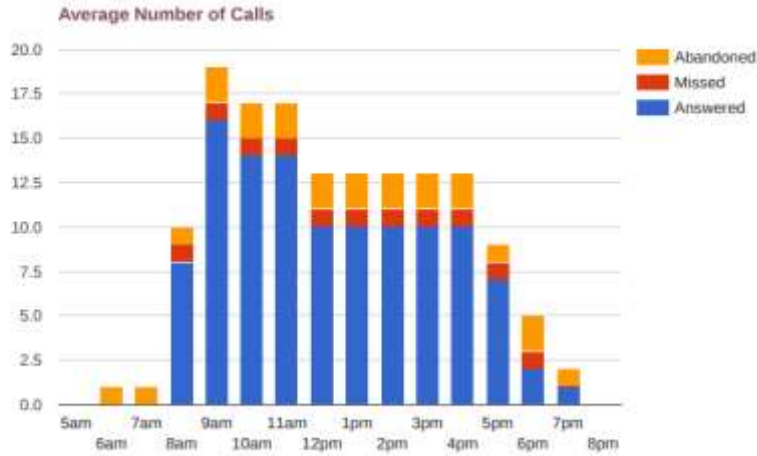
# Telephone Statistics for Museum Practice November 2021

## 11. Monthly Summary



The phone lines have been bust for a long while now.

## 6. What Times of the Day are Busiest for Calls?



It is busy most of the day, but early mornings are the busiest. As you can see we don't get much of a break.