

July 2026 Performance & Activity Summary

Access • Reliability • Patient Confidence

3,924

Telephone calls received

1,889

Anima requests recorded

5,195

Appointments booked

3,571

Repeat prescriptions processed

125

Medication reviews completed

What this shows

July remained busy across telephone access, online requests, appointments, repeat prescribing and medicines management. The figures show the scale of work handled by the Practice, while also highlighting why appointment use and clear communication remain priorities.

Missed appointments

DNA impact - July 2026

189

appointments not attended

65 hours

clinical time lost

£5,700

estimated lost capacity

Please cancel appointments you no longer need so we can offer them to another patient.

What are we working on?

August focus

- Improve access and communication
- Make better use of appointment capacity and waiting lists
- Strengthen care navigation training and quality call reviews
- Reduce missed appointments and protect clinical time