

SURGERY CONNECT

Management Report

Giltbrook Surgery (NG16 2GE)
December 2024

1. Monthly Summary

Call Summary

Inbound Received

3,568

Inbound Answered

2,563

Average Inbound Talk Time

2m 9s

Outbound Attempted

1,777

Outbound Connected

1,560 (87.8%)

Average Outbound Talk Time

2m 59s

Abandoned Summary

Abandoned Calls

894 (25.1%)

Average Abandoned Call Time

45s

Queue Summary

Calls That Queued

2,672

Answered From Queue

2,562 (95.9%)

Average Queue Time Answered

1m 13s

Missed From Queue

110 (4.1%)

Missed From Queue Excluding Repeat Callers

102 (3.8%)

Repeat Callers That Queued

6

Average Queue Time Missed

2m 37s

Callback Summary

Callbacks Requested

62

Callbacks Successful

59

Callbacks Unsuccessful

2

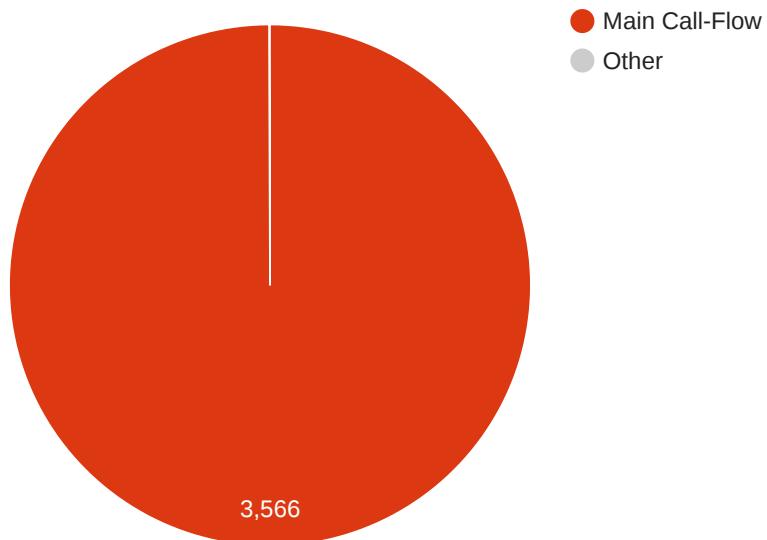
Patient Cancelled Callbacks

0

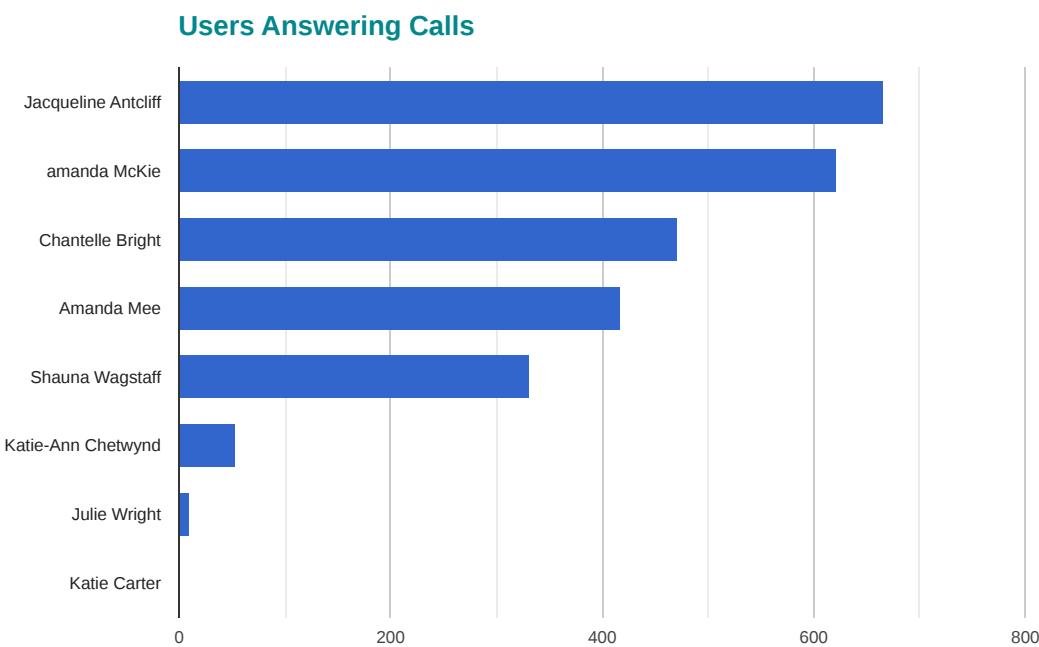


This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

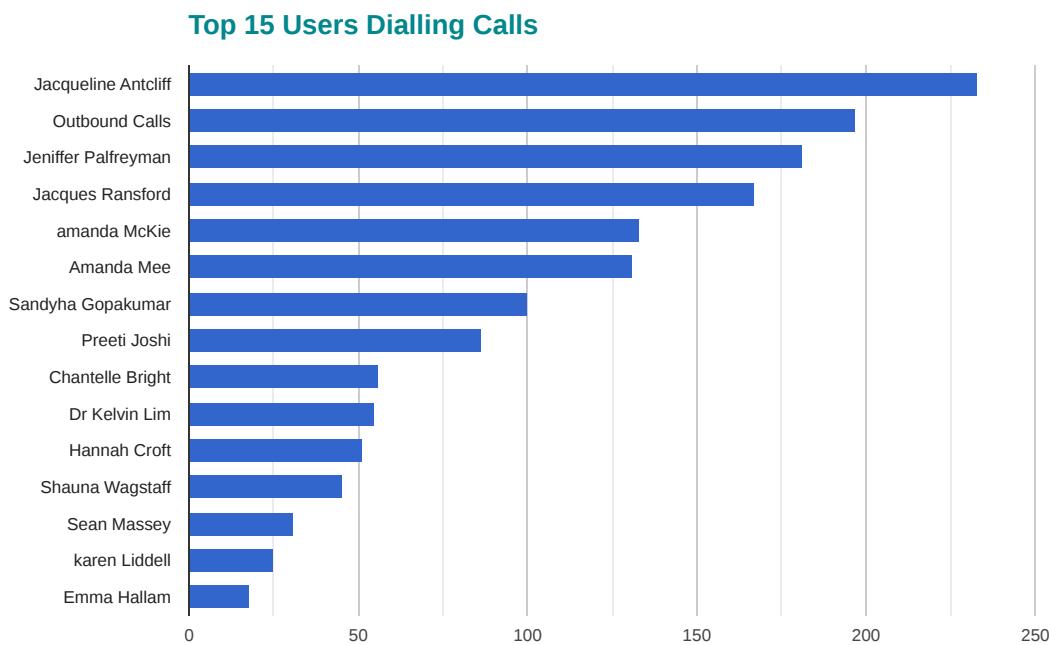
2. Which Numbers Took the Most Inbound Calls?



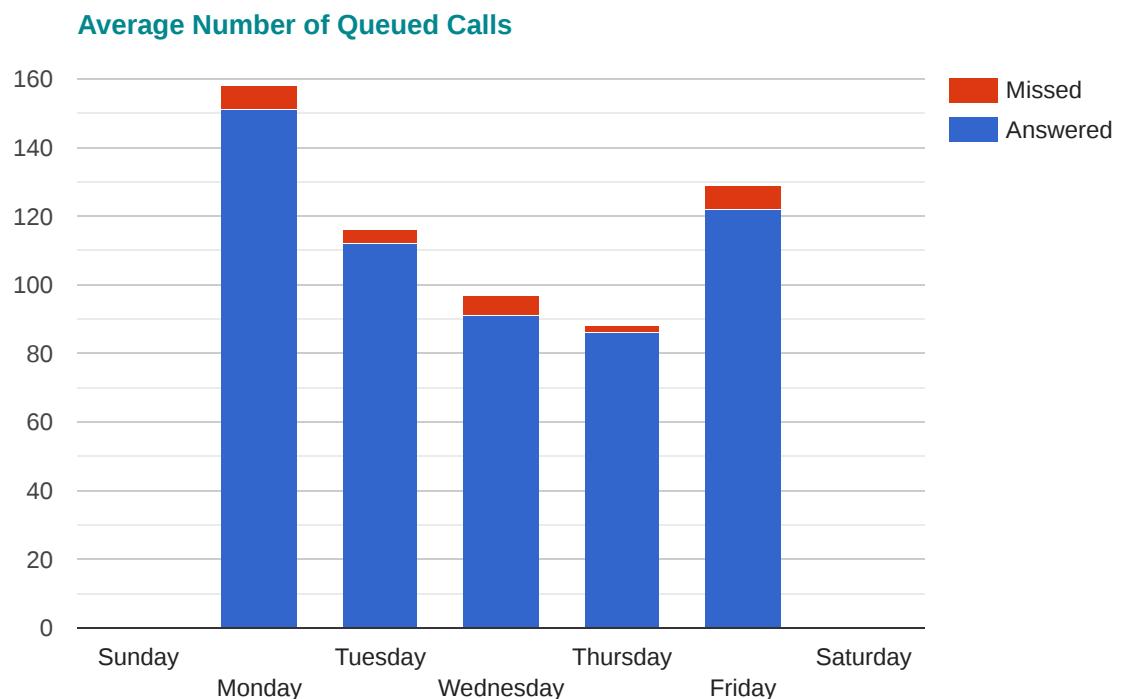
3. Which Users Answered the Most Inbound Calls?



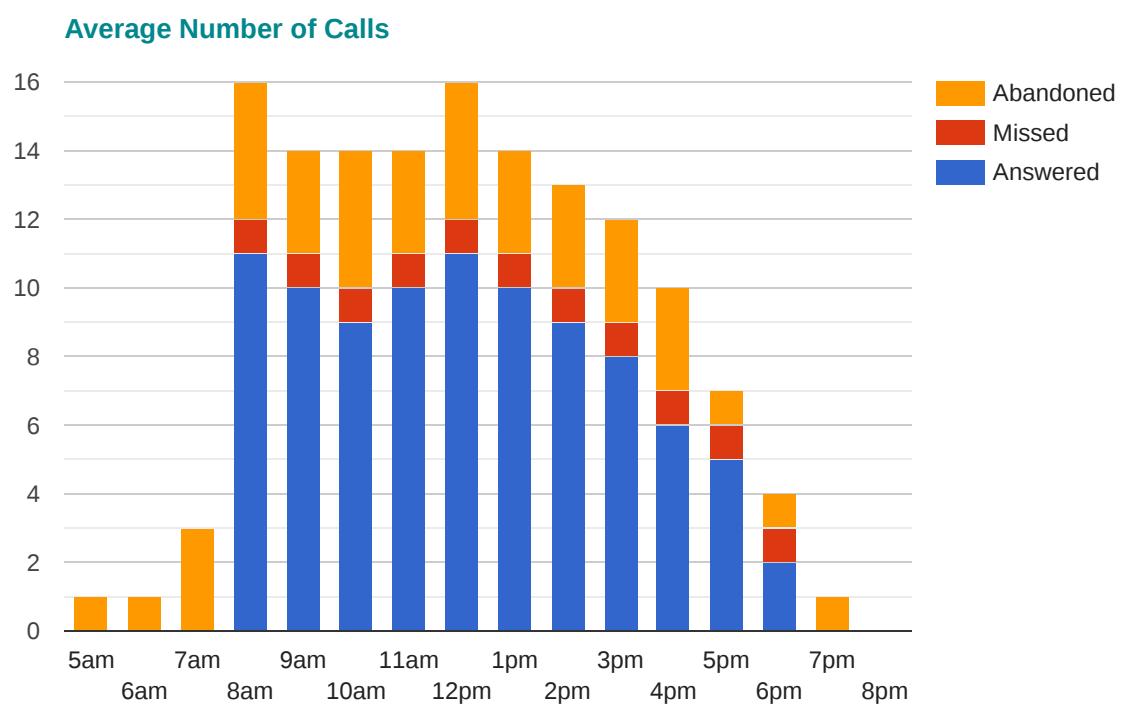
4. Which Users Dialled the Most Outbound Calls?



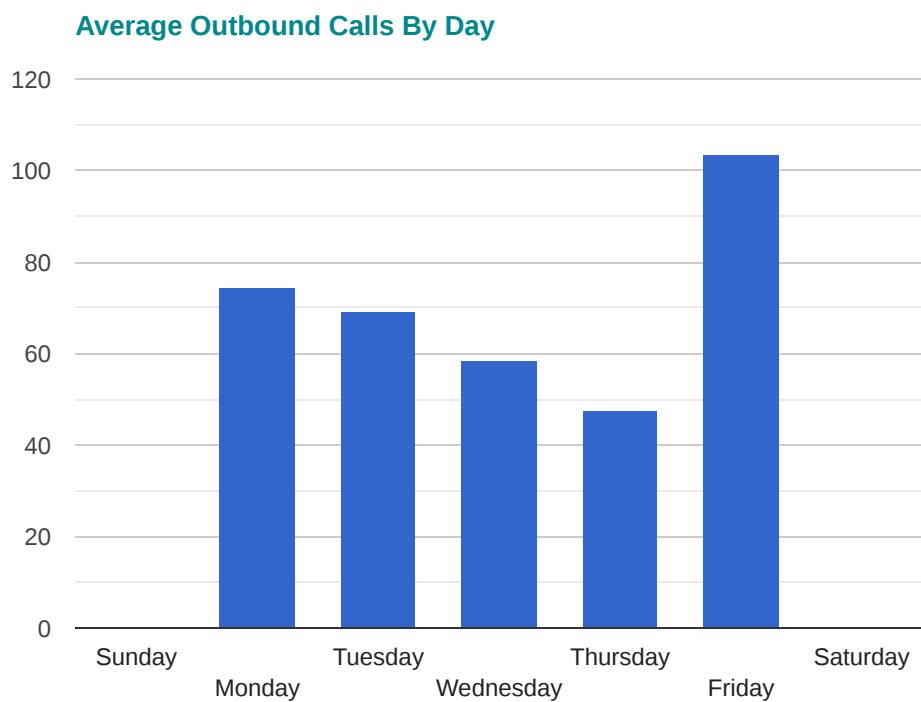
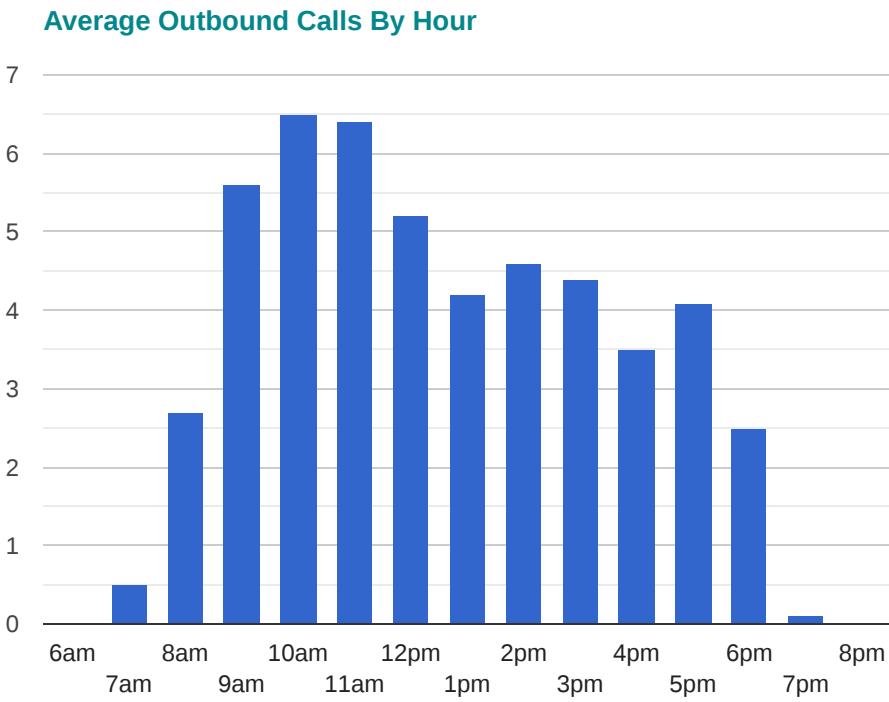
5. Which Days of the Week are Busiest for Queued Calls?



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

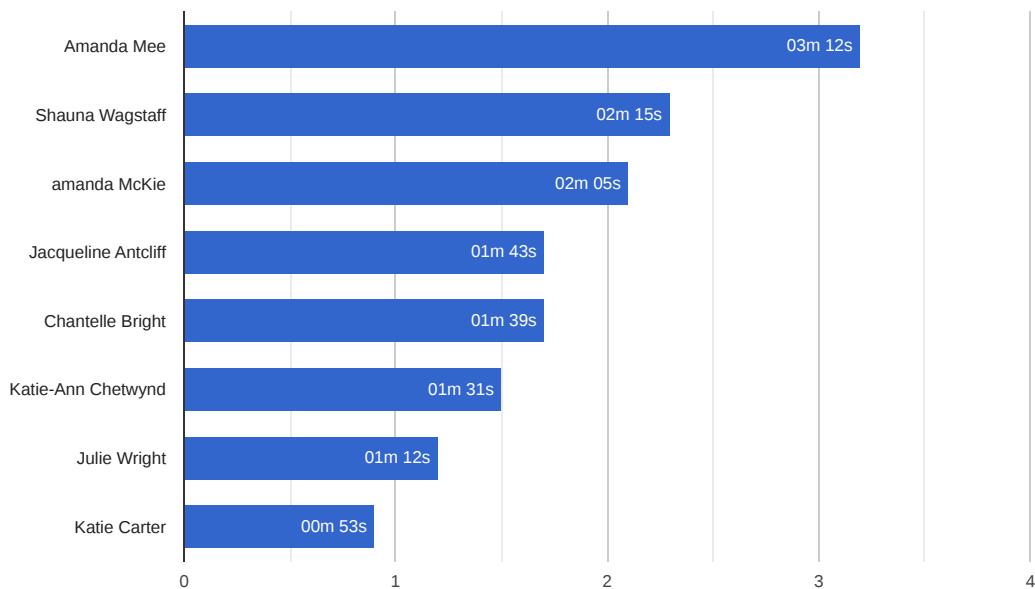


7. When Are We Making The Most Outbound Calls?

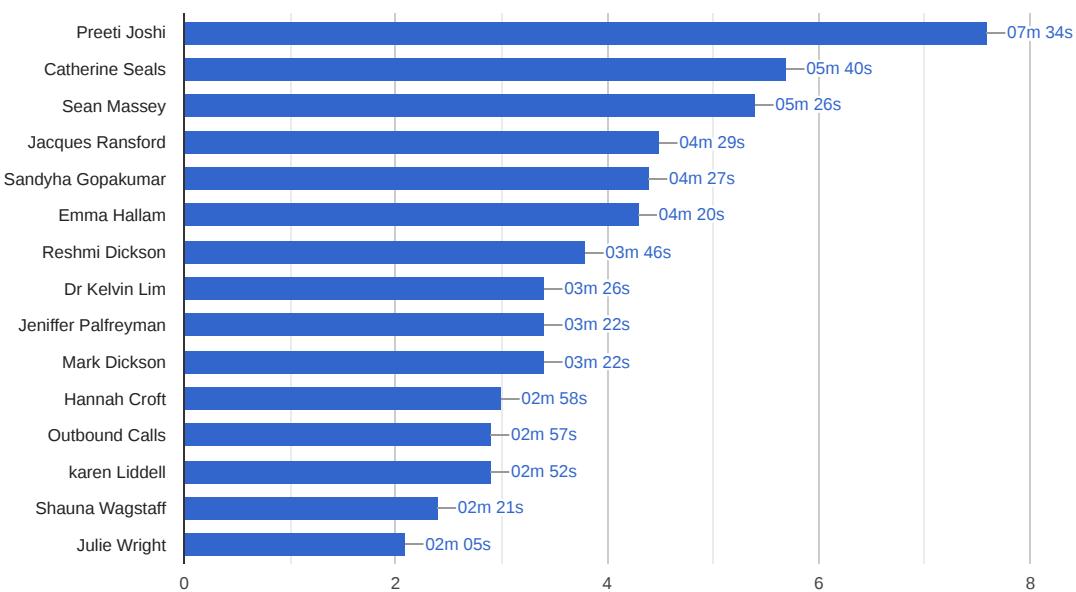


8. How Long do Users Spend on Calls?

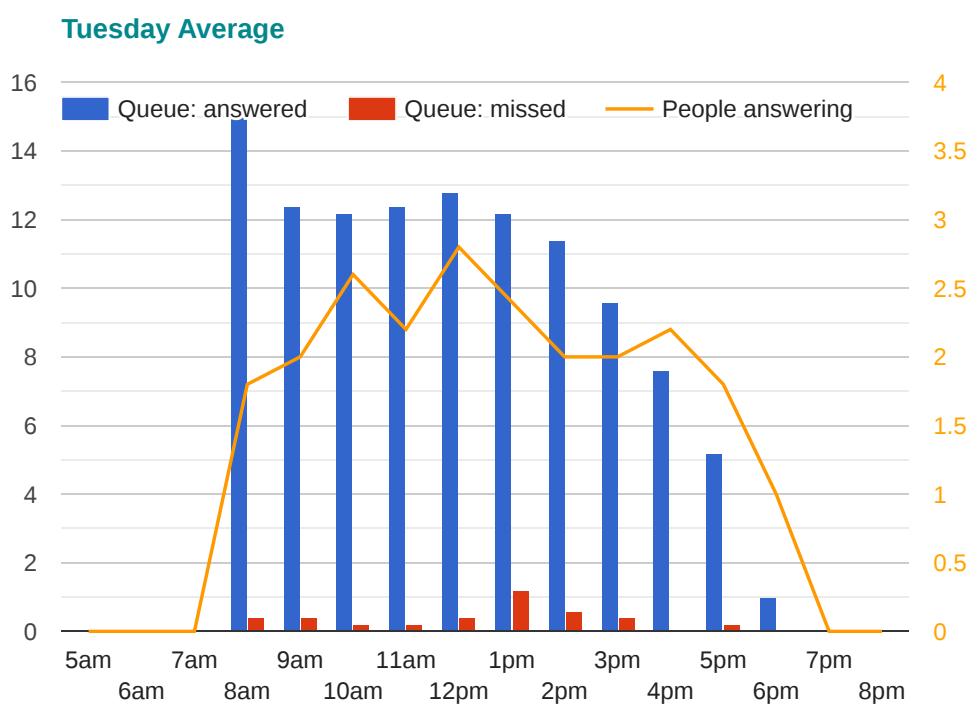
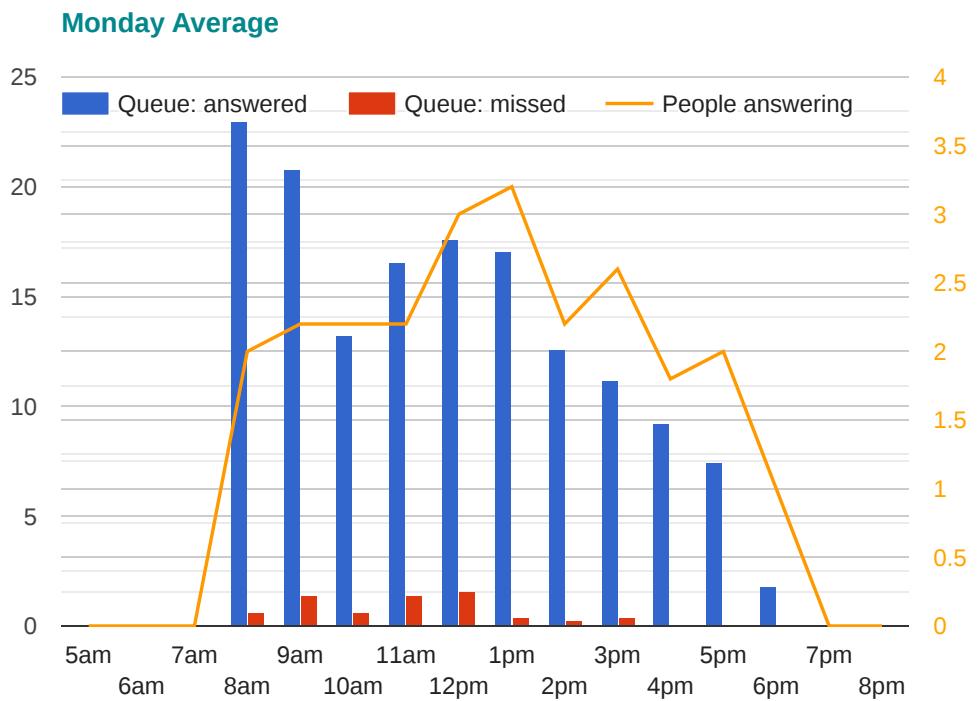
Inbound: Average Call Lengths



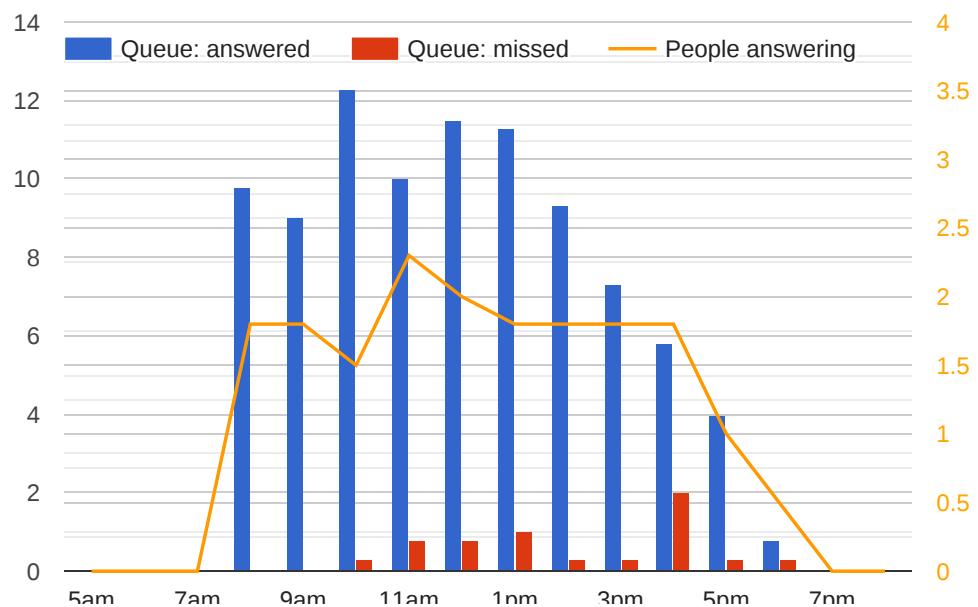
Outbound: Average Call Lengths



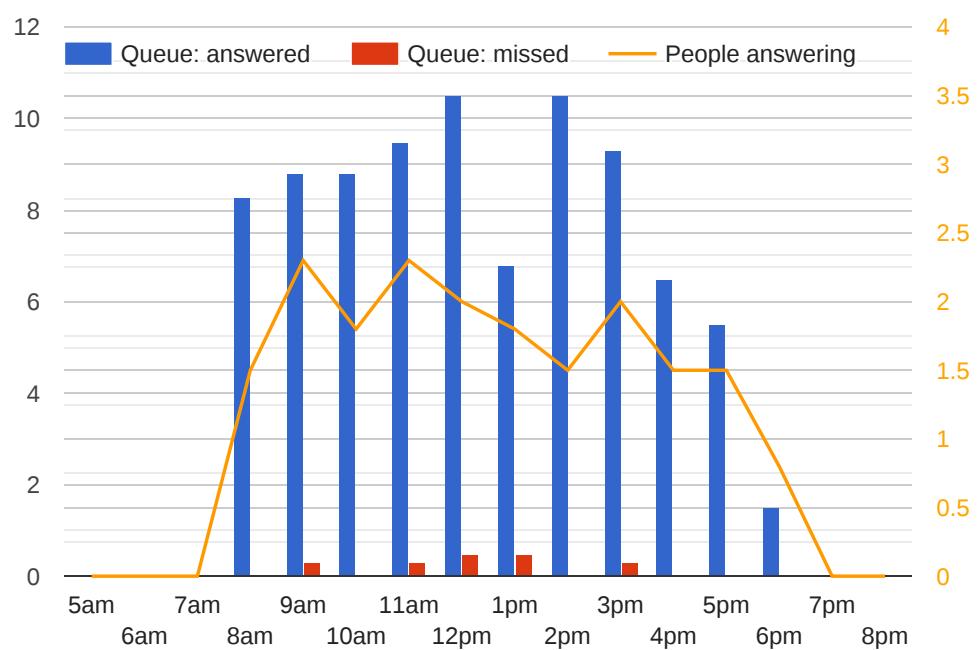
9. How Many People are Answering Queued Calls?



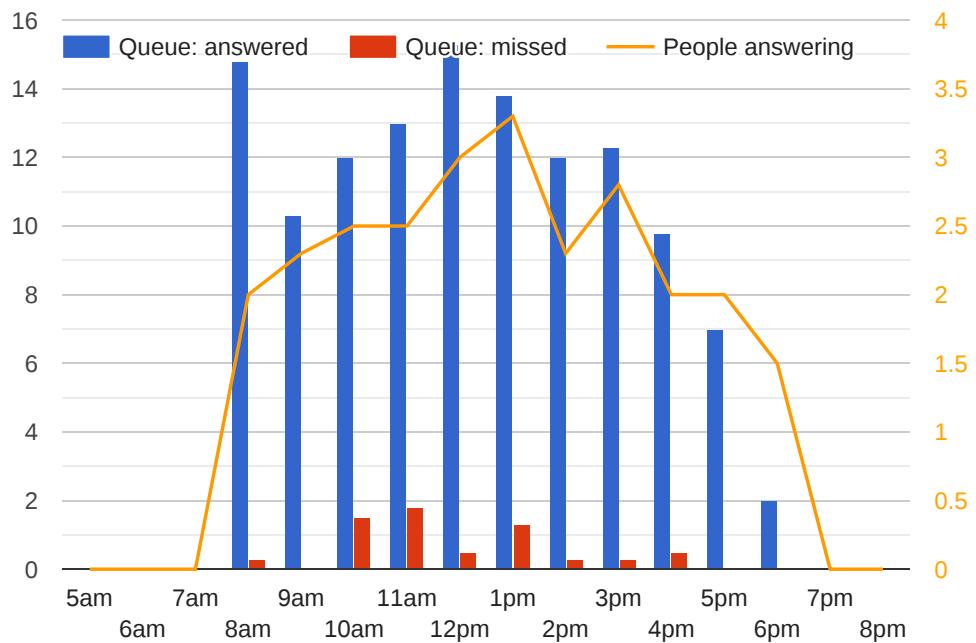
Wednesday Average



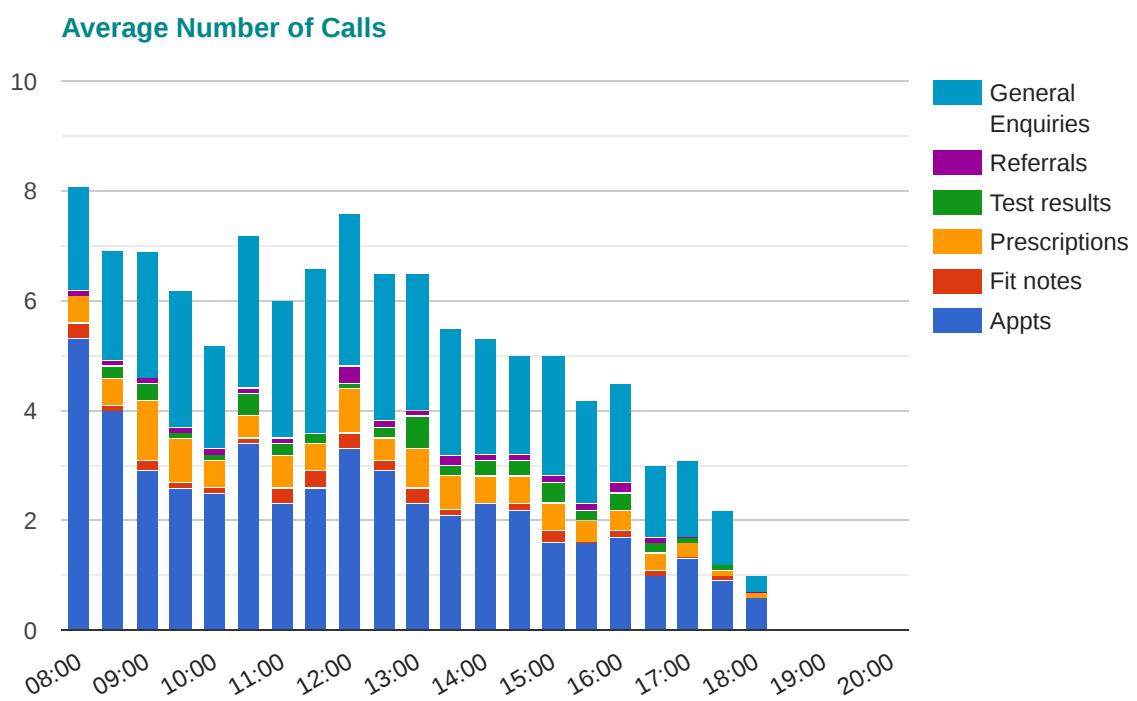
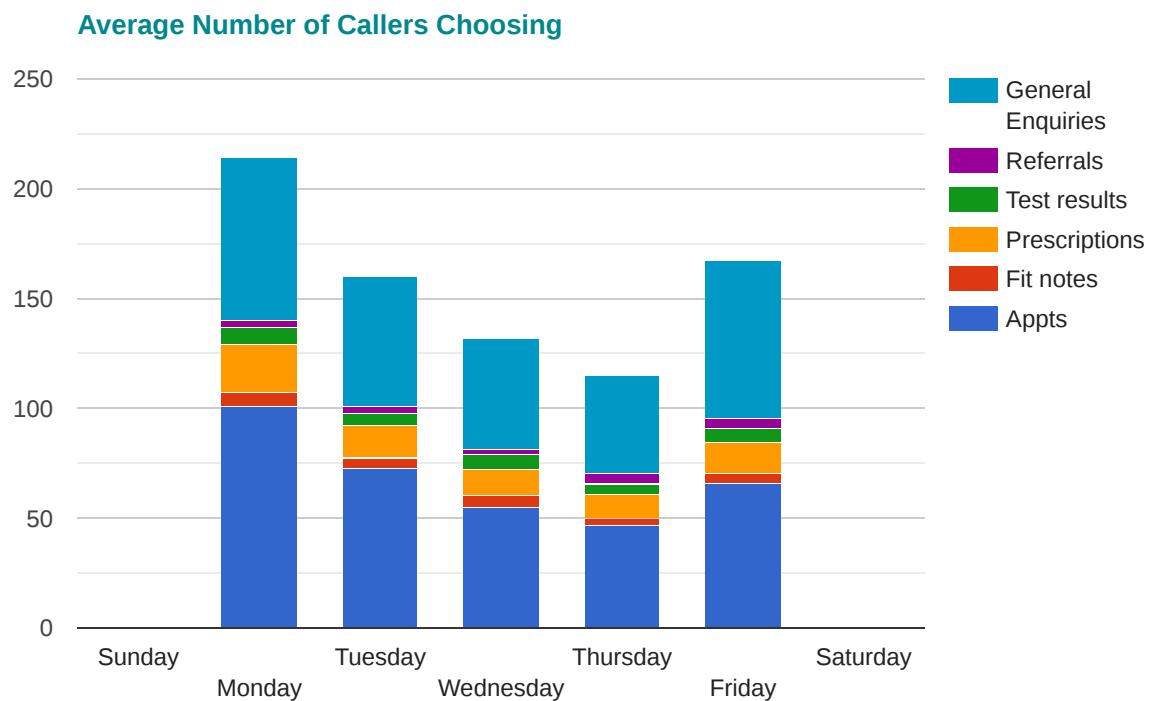
Thursday Average



Friday Average



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



11. Monthly Summary

