Management Report

Giltbrook Surgery (NG16 2GE)
June 2025

1. Monthly Summary

Call Summary

Inbound Received	Inbound Answered	Average Inbound Talk Time
3,839	**2,766**	**2m 10s**

Outbound Attempted	Outbound Connected	Average Outbound Talk Time
1,858	**1,657** (89.2%)	**2m 50s**

Abandoned Summary

Abandoned Calls
965 (25.1%)

Average Abandoned Call Time
39s

Queue Summary

Calls That Queued	Answered From Queue	Average Queue Time Answered
2,872	**2,764** (96.2%)	**1m 20s**

Missed From Queue	Missed From Queue Excluding Repeat Callers	Repeat Callers That Queued	Average Queue Time Missed
108 (3.8%)	**101** (3.5%)	**7**	**4m 59s**

Callback Summary

| Callbacks Requested	Callbacks Successful	Callbacks Unsuccessful	Patient Cancelled Callbacks
78	**73**	**5**	**0**
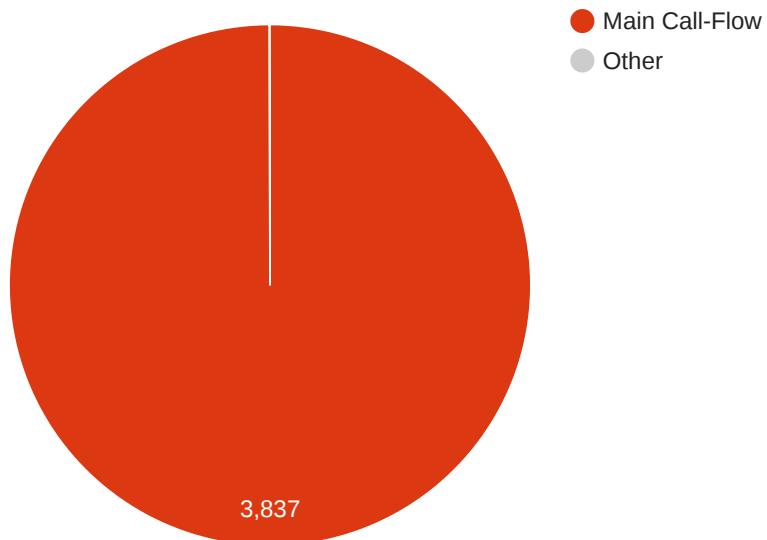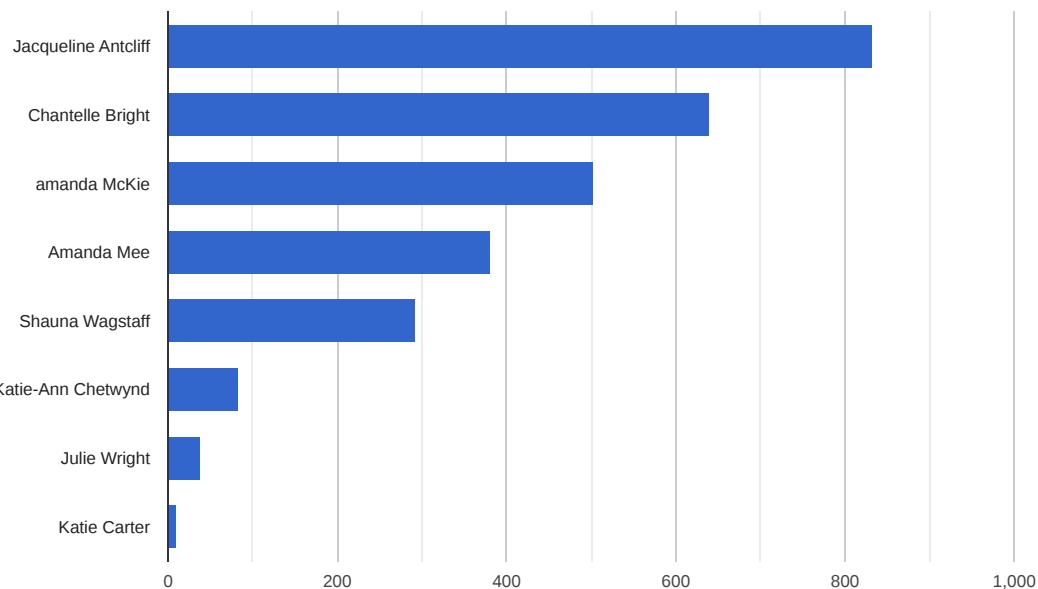
This data helps inform the reporting for the GP Contract. Read this article to learn more

2. Which Numbers Took the Most Inbound Calls?

- Main Call-Flow
- Other

3,837
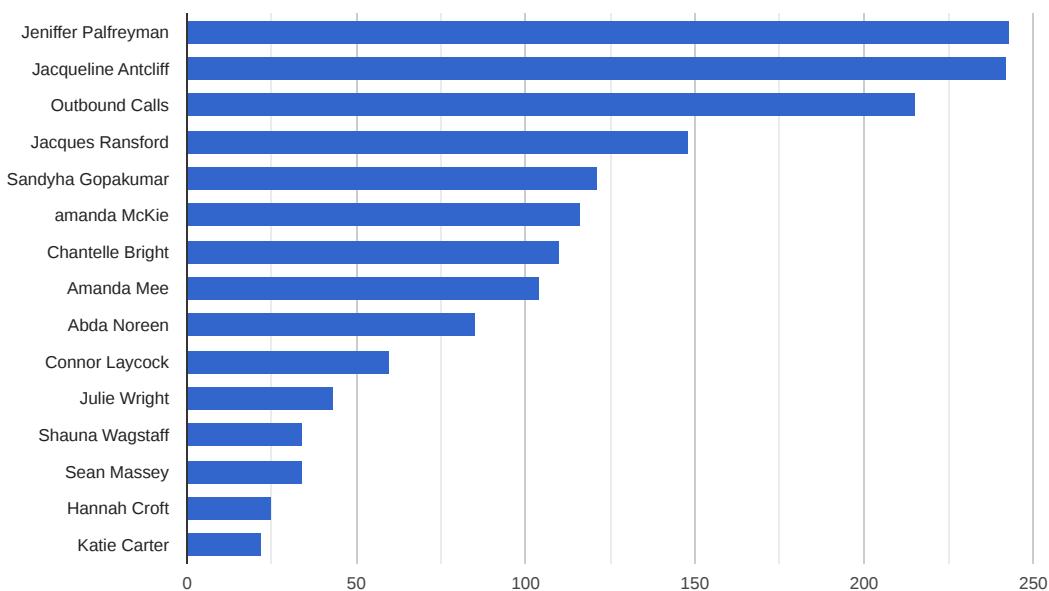
3. Which Users Answered the Most Inbound Calls?

Users Answering Calls

User	Calls
Jacqueline Antcliff	~830
Chantelle Bright	~640
amanda McKie	~500
Amanda Mee	~380
Shauna Wagstaff	~290
Katie-Ann Chetwynd	~85
Julie Wright	~40
Katie Carter	~10
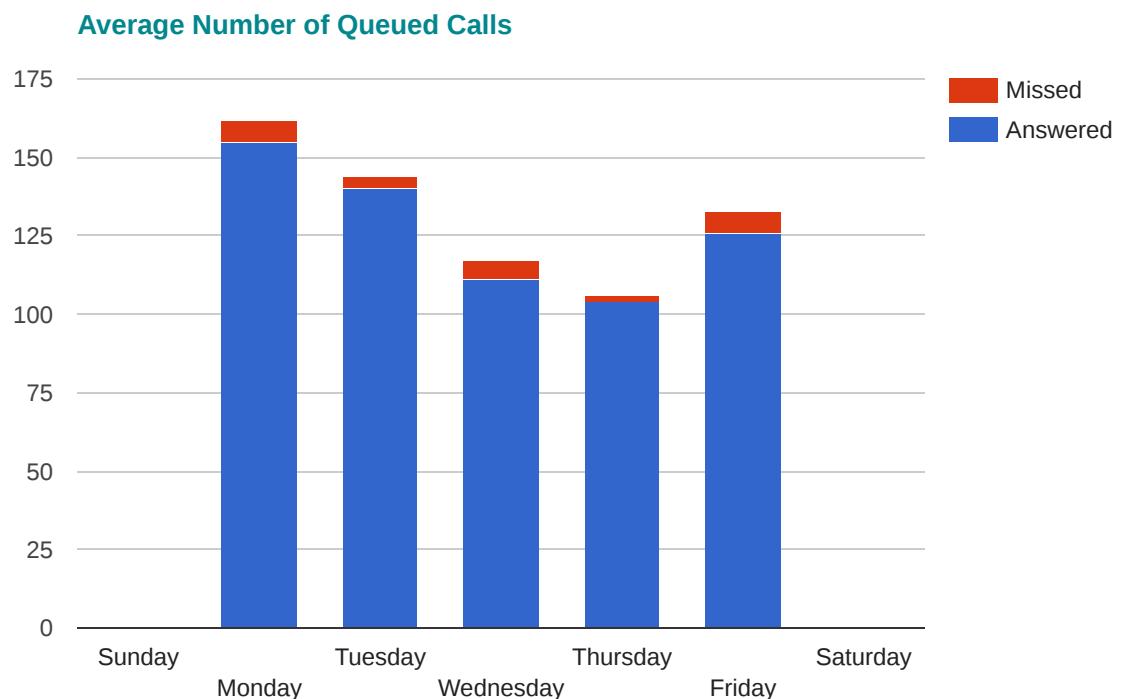
4. Which Users Dialled the Most Outbound Calls?
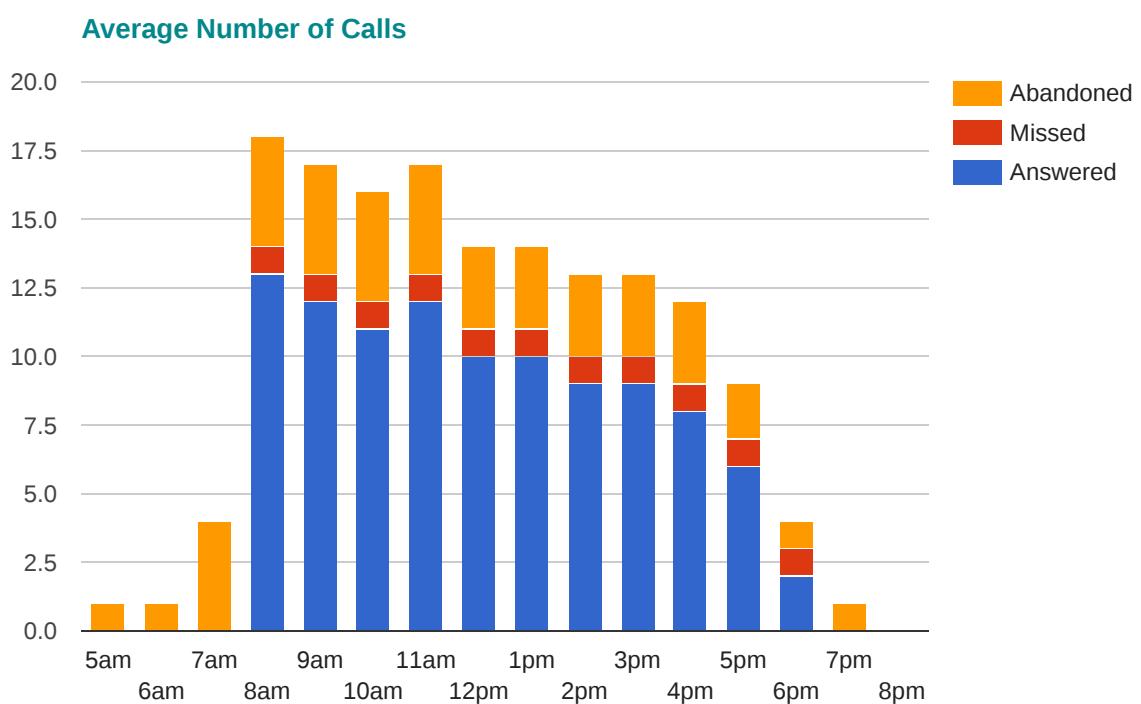
Top 15 Users Dialling Calls

User	Calls
Jeniffer Palfreyman	~243
Jacqueline Antcliff	~242
Outbound Calls	~213
Jacques Ransford	~148
Sandyha Gopakumar	~121
amanda McKie	~116
Chantelle Bright	~110
Amanda Mee	~104
Abda Noreen	~85
Connor Laycock	~60
Julie Wright	~43
Shauna Wagstaff	~34
Sean Massey	~34
Hannah Croft	~25
Katie Carter	~22

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

Average Number of Queued Calls

Legend:
- Missed (red)
- Answered (blue)

Chart data (approximate):
- Sunday: 0
- Monday: ~162 (Answered ~155, Missed ~7)
- Tuesday: ~144 (Answered ~140, Missed ~4)
- Wednesday: ~117 (Answered ~111, Missed ~6)
- Thursday: ~106 (Answered ~104, Missed ~2)
- Friday: ~132 (Answered ~126, Missed ~6)
- Saturday: 0
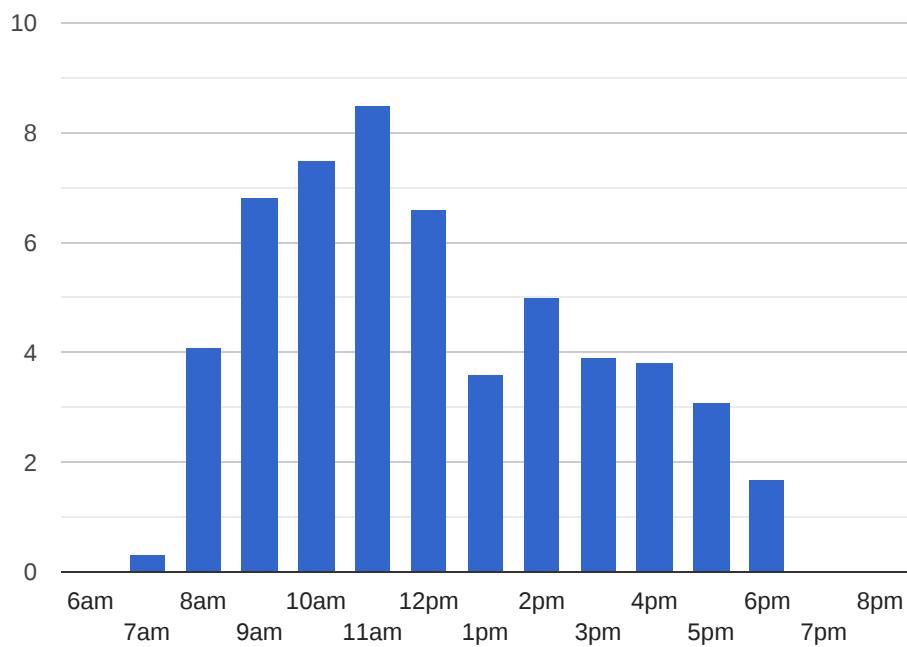
6. What Times of the Day are Busiest for Calls?

Average Number of Calls

Legend:
- Abandoned (orange)
- Missed (red)
- Answered (blue)

Chart data (approximate):
- 5am: 1 (Abandoned)
- 6am: 1 (Abandoned)
- 7am: 4 (Abandoned)
- 8am: 18 (Answered 13, Missed 1, Abandoned 4)
- 9am: 17 (Answered 12, Missed 1, Abandoned 4)
- 10am: 16 (Answered 11, Missed 1, Abandoned 4)
- 11am: 17 (Answered 12, Missed 1, Abandoned 4)
- 12pm: 14 (Answered 10, Missed 1, Abandoned 3)
- 1pm: 14 (Answered 10, Missed 1, Abandoned 3)
- 2pm: 13 (Answered 9, Missed 1, Abandoned 3)
- 3pm: 13 (Answered 9, Missed 1, Abandoned 3)
- 4pm: 12 (Answered 8, Missed 1, Abandoned 3)
- 5pm: 9 (Answered 6, Missed 1, Abandoned 2)
- 6pm: 4 (Answered 2, Missed 1, Abandoned 1)
- 7pm: 1 (Abandoned)
- 8pm: 0

7. When Are We Making The Most Outbound Calls?

### Average Outbound Calls By Hour
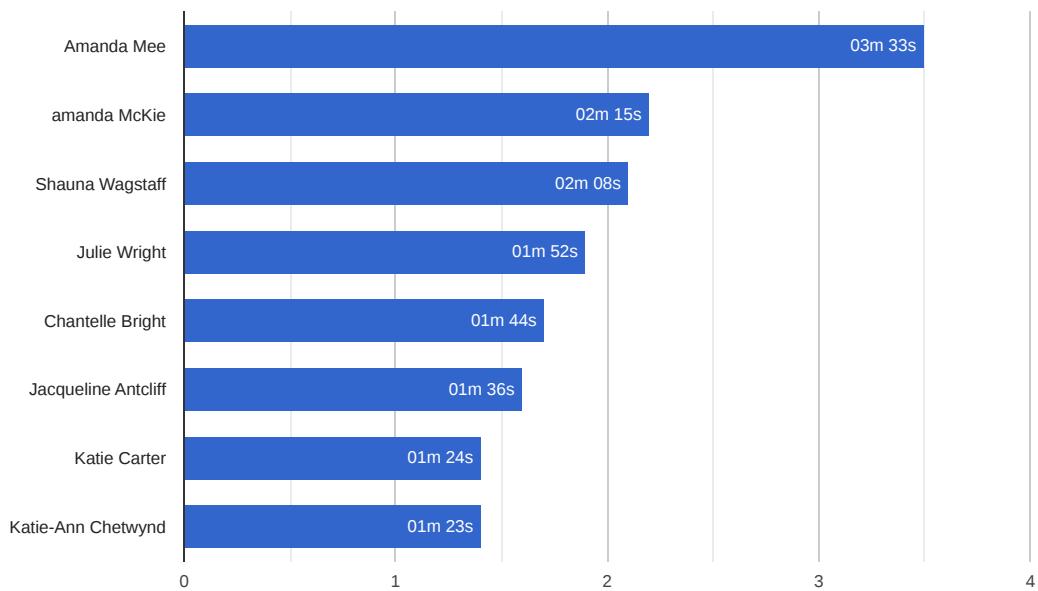
Average Outbound Calls By Day
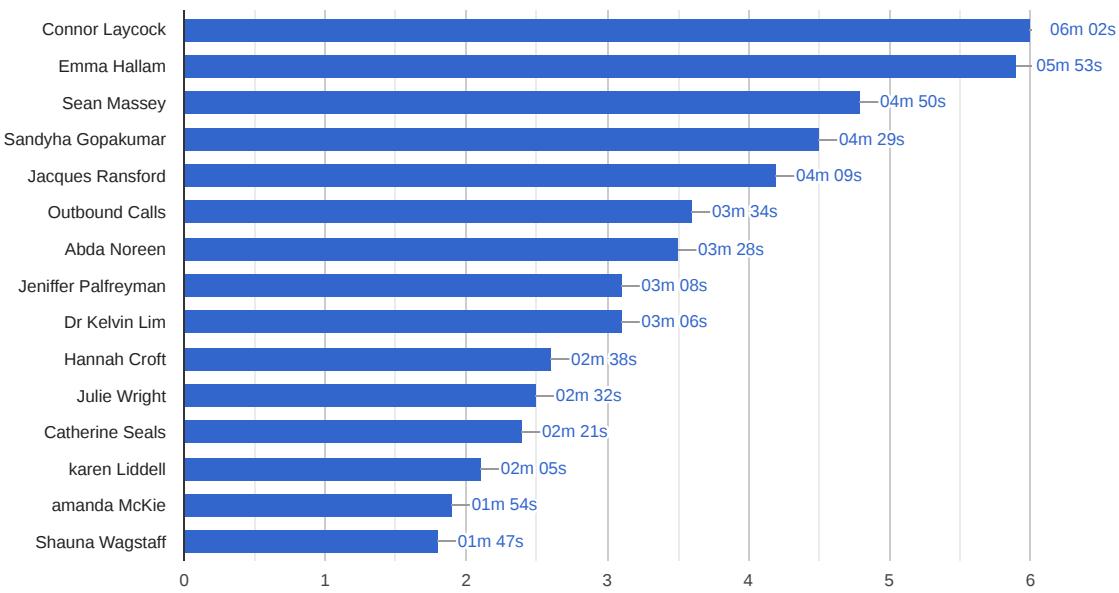
## 8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

Agent	Average Call Length
Amanda Mee	03m 33s
amanda McKie	02m 15s
Shauna Wagstaff	02m 08s
Julie Wright	01m 52s
Chantelle Bright	01m 44s
Jacqueline Antcliff	01m 36s
Katie Carter	01m 24s
Katie-Ann Chetwynd	01m 23s

Outbound: Average Call Lengths

| Agent	Average Call Length
Connor Laycock	06m 02s
Emma Hallam	05m 53s
Sean Massey	04m 50s
Sandyha Gopakumar	04m 29s
Jacques Ransford	04m 09s
Outbound Calls	03m 34s
Abda Noreen	03m 28s
Jeniffer Palfreyman	03m 08s
Dr Kelvin Lim	03m 06s
Hannah Croft	02m 38s
Julie Wright	02m 32s
Catherine Seals	02m 21s
karen Liddell	02m 05s
amanda McKie	01m 54s
Shauna Wagstaff	01m 47s

9. How Many People are Answering Queued Calls?
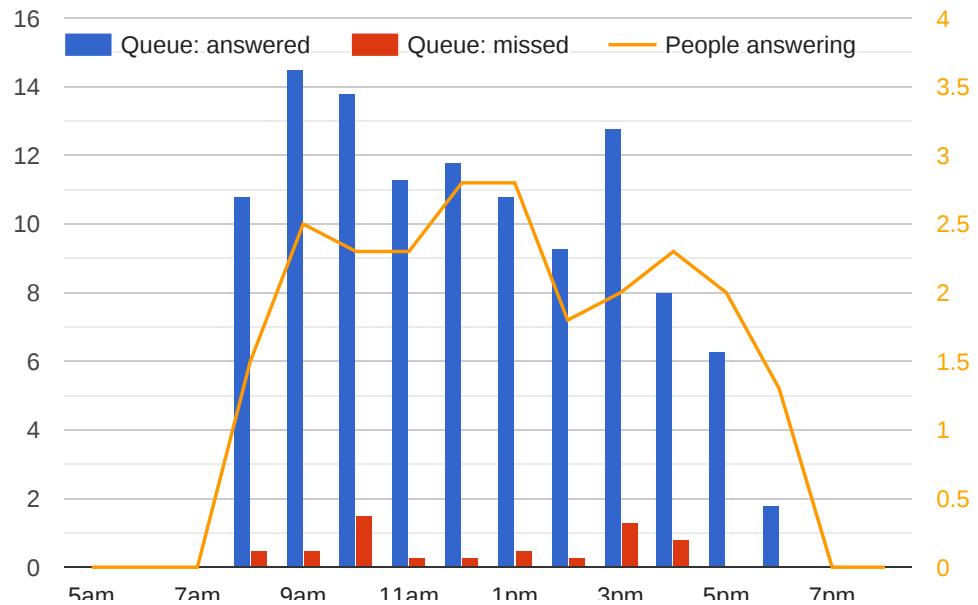
Monday Average
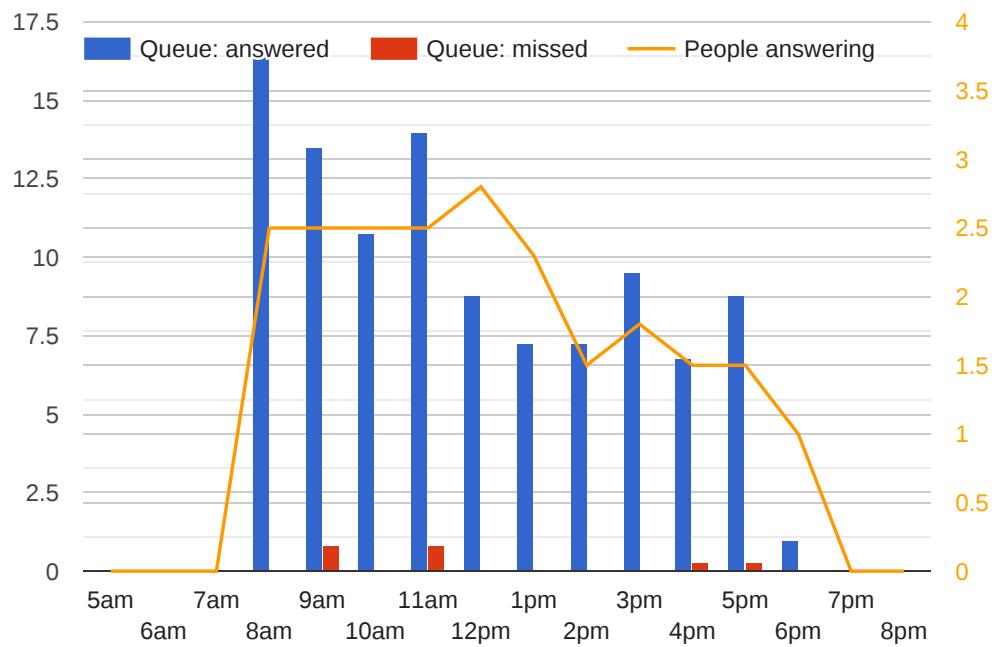
Tuesday Average

Wednesday Average

Legend: Queue: answered, Queue: missed, People answering

Thursday Average

Legend: Queue: answered, Queue: missed, People answering

Friday Average
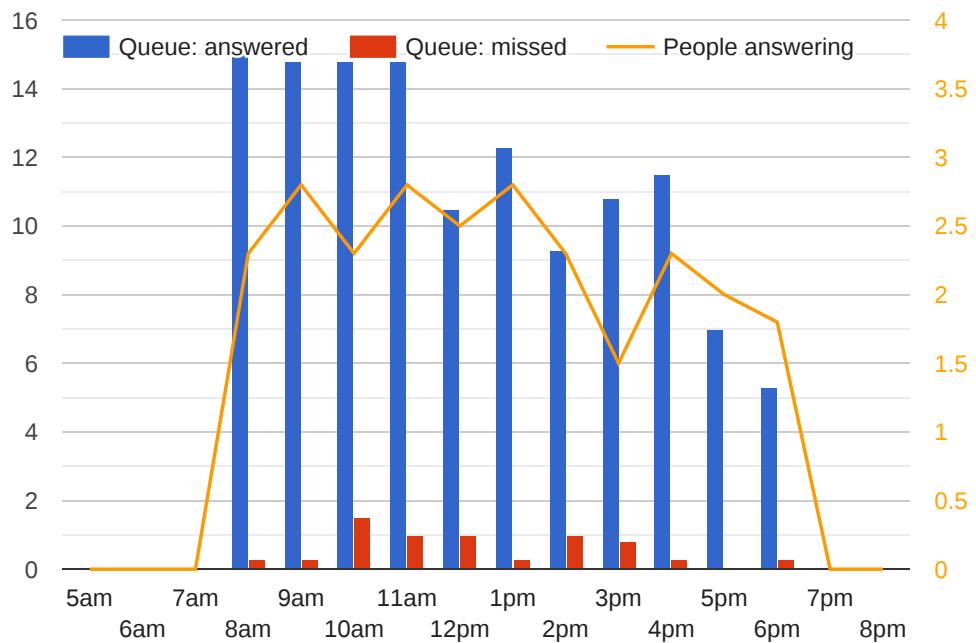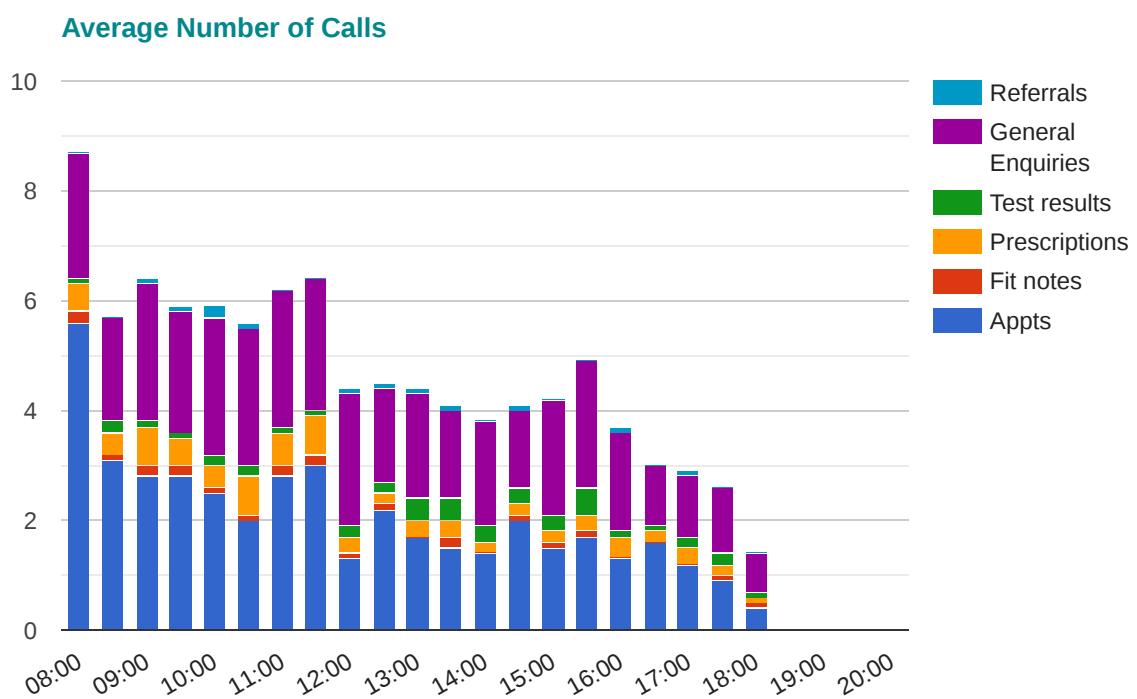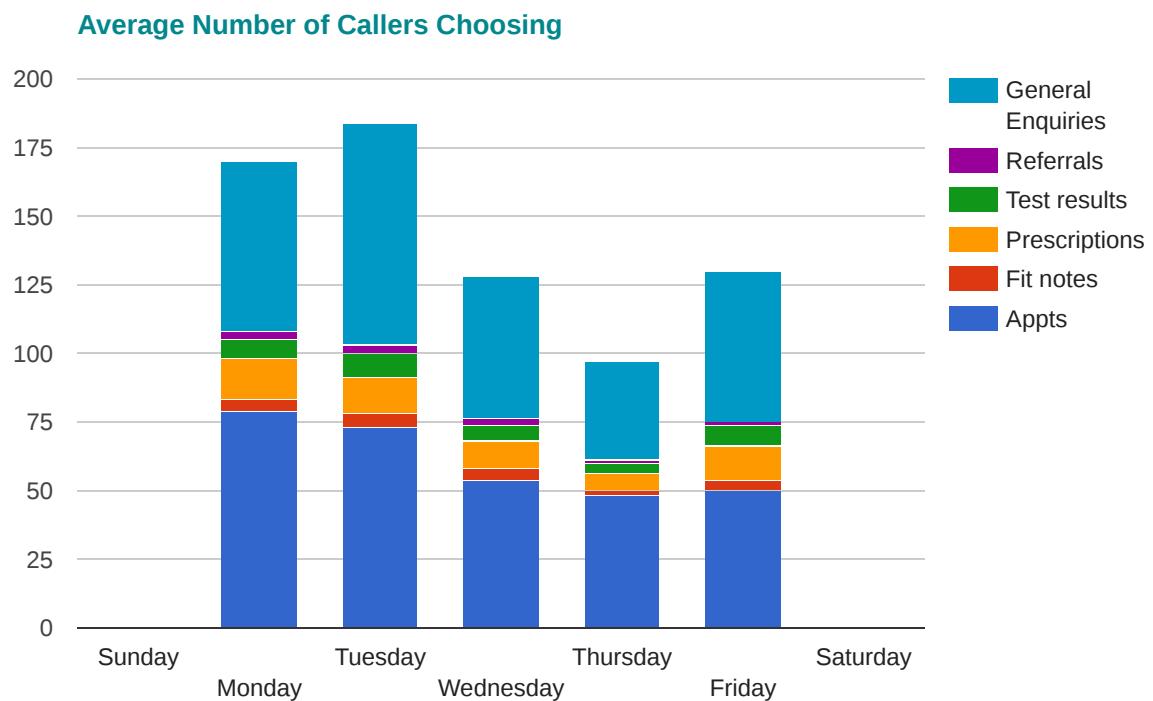
Legend: Queue: answered (blue), Queue: missed (red), People answering (orange line)

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

Average Number of Callers Choosing

Legend: General Enquiries, Referrals, Test results, Prescriptions, Fit notes, Appts

Average Number of Calls

Legend: Referrals, General Enquiries, Test results, Prescriptions, Fit notes, Appts

11. Monthly Summary