SURGERY CONNECT

# Management Report

## Giltbrook Surgery (NG16 2GE)

November 2024

## 1. Monthly Summary

### Call Summary

| Inbound Received | Inbound Answered | Average Inbound Talk Time |
|---|---|---|
| **3,840** | **2,669** | **2m 6s** |

| Outbound Attempted | Outbound Connected | Average Outbound Talk Time |
|---|---|---|
| **1,993** | **1,778** (89.2%) | **3m 4s** |

### Abandoned Summary

| Abandoned Calls | Average Abandoned Call Time |
|---|---|
| **1,075** (28.0%) | **44s** |

### Queue Summary

| Calls That Queued | Answered From Queue | Average Queue Time Answered |
|---|---|---|
| **2,762** | **2,668** (96.6%) | **59s** |

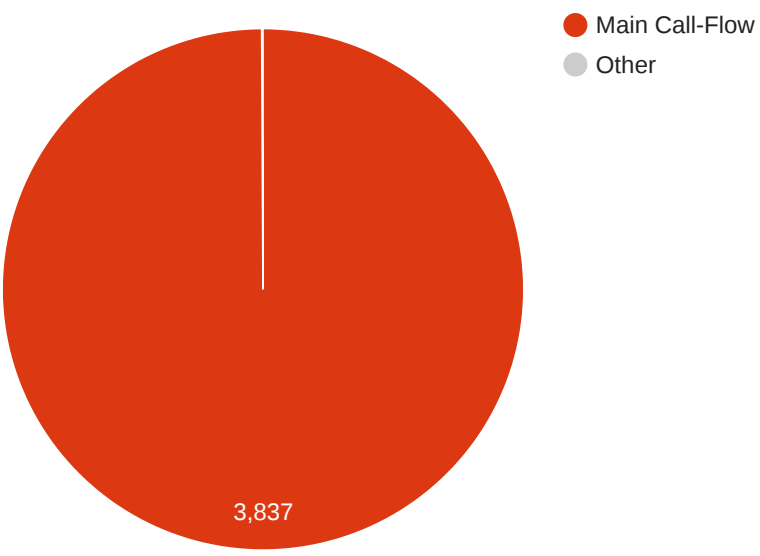
| Missed From Queue | Missed From Queue Excluding Repeat Callers | Repeat Callers That Queued | Average Queue Time Missed |
|---|---|---|---|
| **94** (3.4%) | **92** (3.3%) | **2** | **1m 50s** |

### Callback Summary

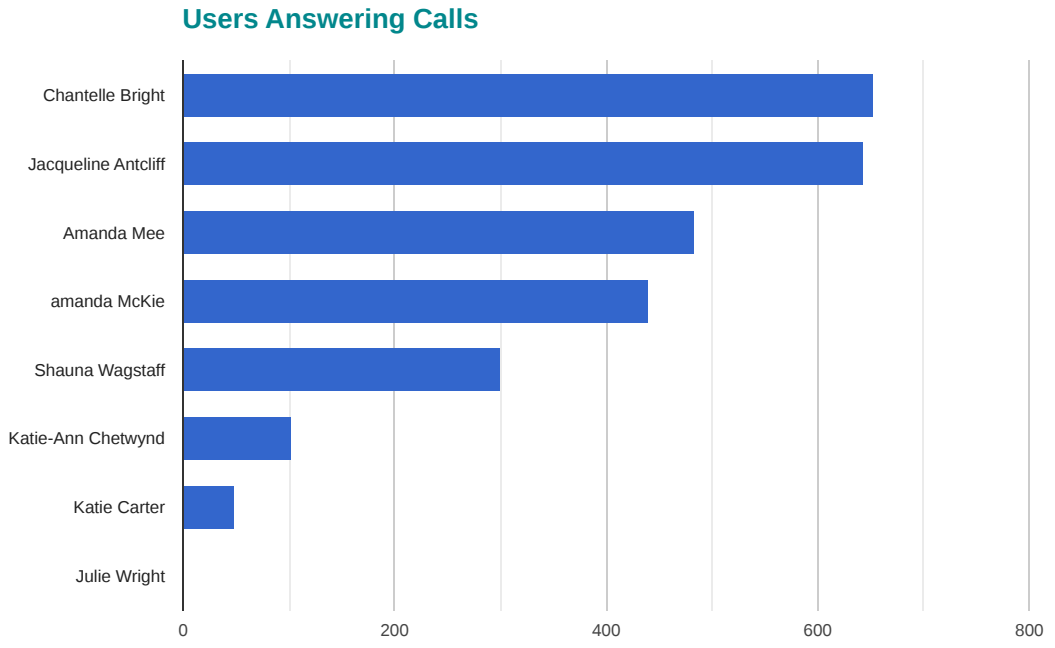
| Callbacks Requested | Callbacks Successful | Callbacks Unsuccessful | Patient Cancelled Callbacks |
|---|---|---|---|
| **33** | **32** | **0** | **0** |

This data helps inform the reporting for the GP Contract. Read this article to learn more

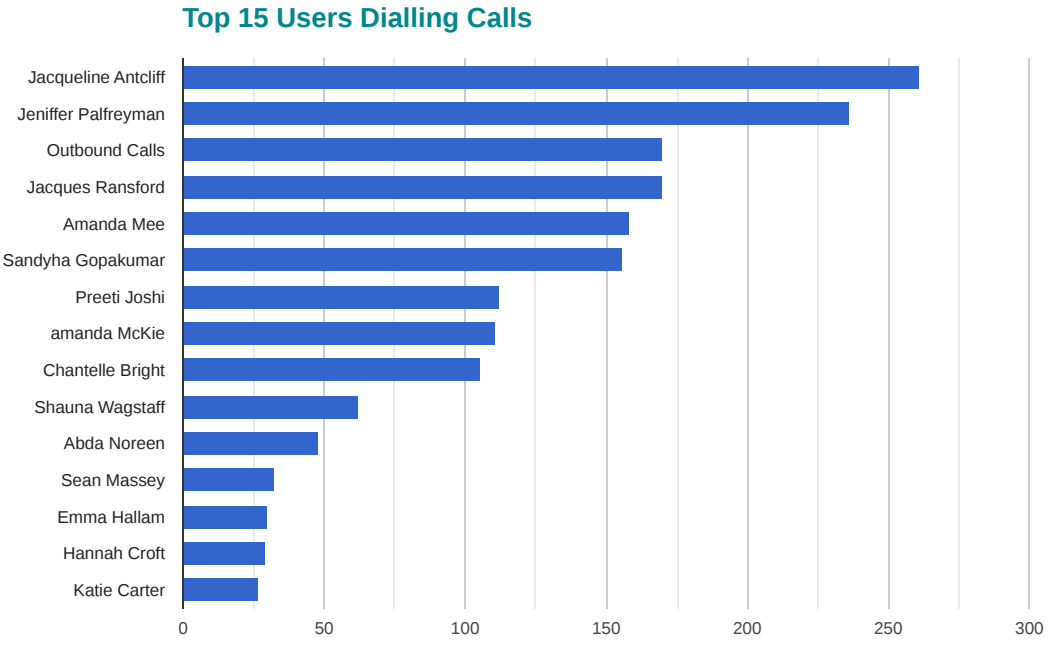
## 2. Which Numbers Took the Most Inbound Calls?



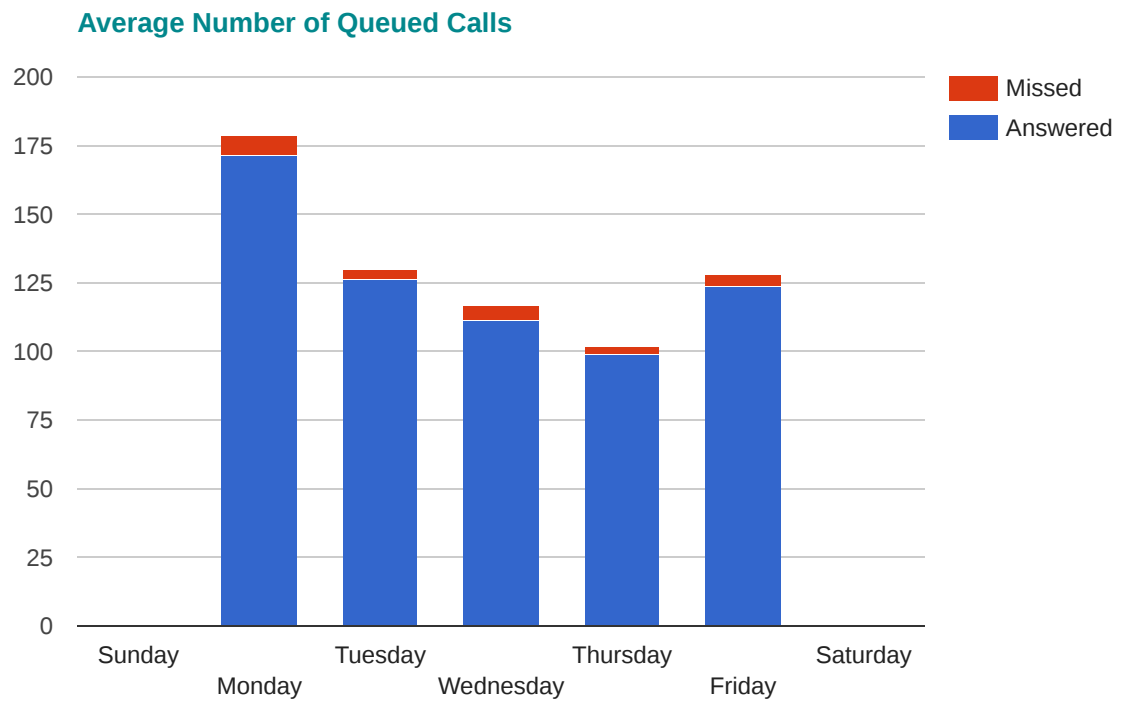
## 3. Which Users Answered the Most Inbound Calls?



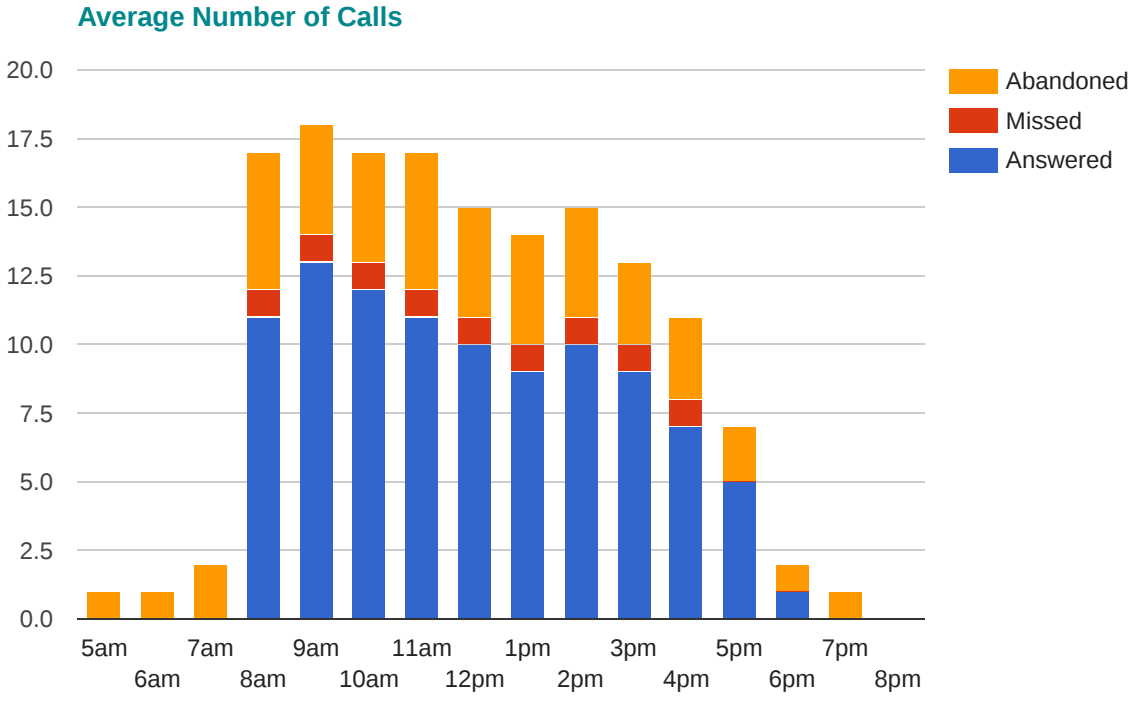

## 4. Which Users Dialled the Most Outbound Calls?



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

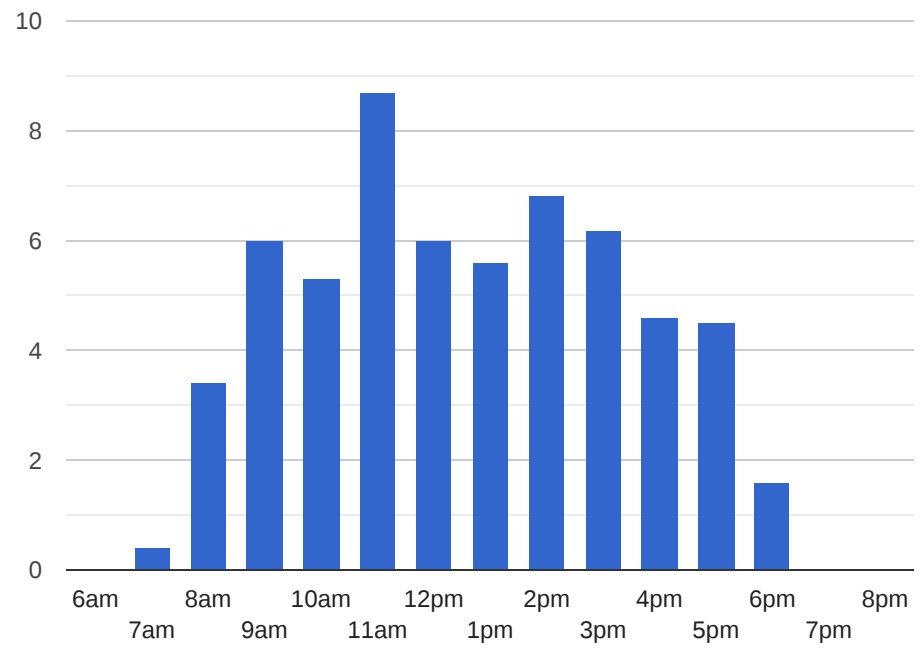



## 6. What Times of the Day are Busiest for Calls?

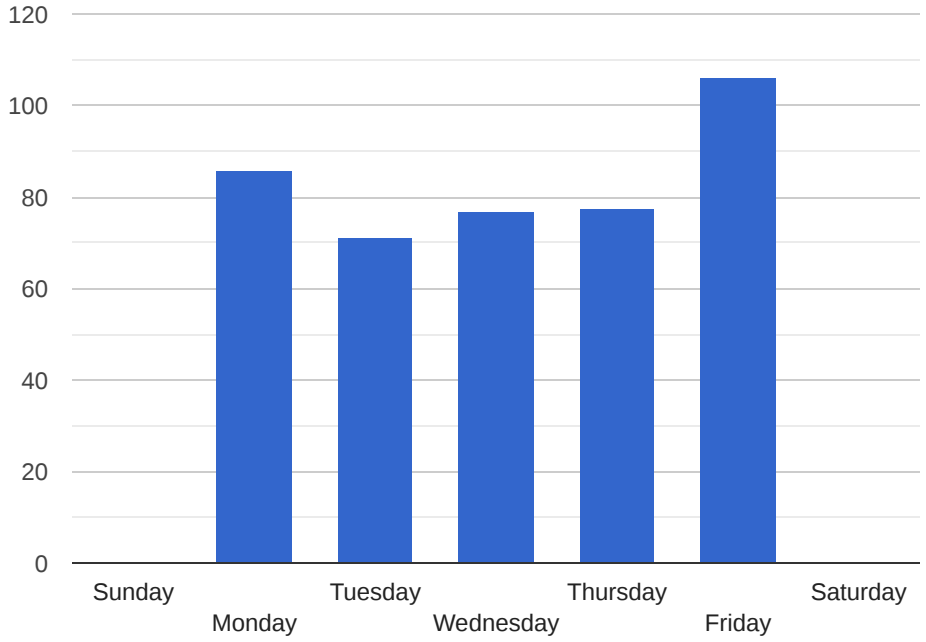


## 7. When Are We Making The Most Outbound Calls?

### Average Outbound Calls By Hour

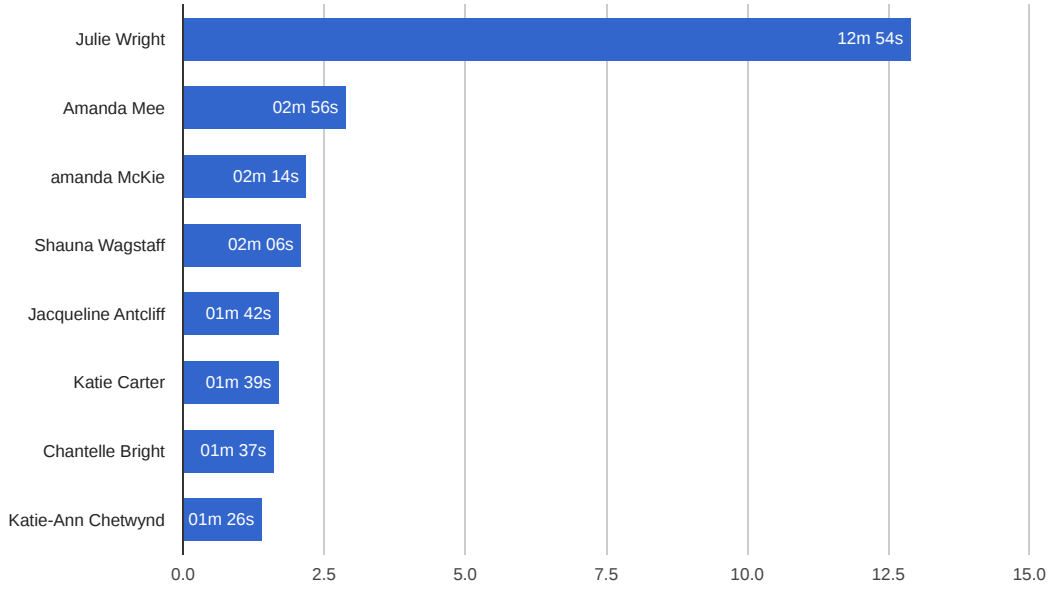



### Average Outbound Calls By Day

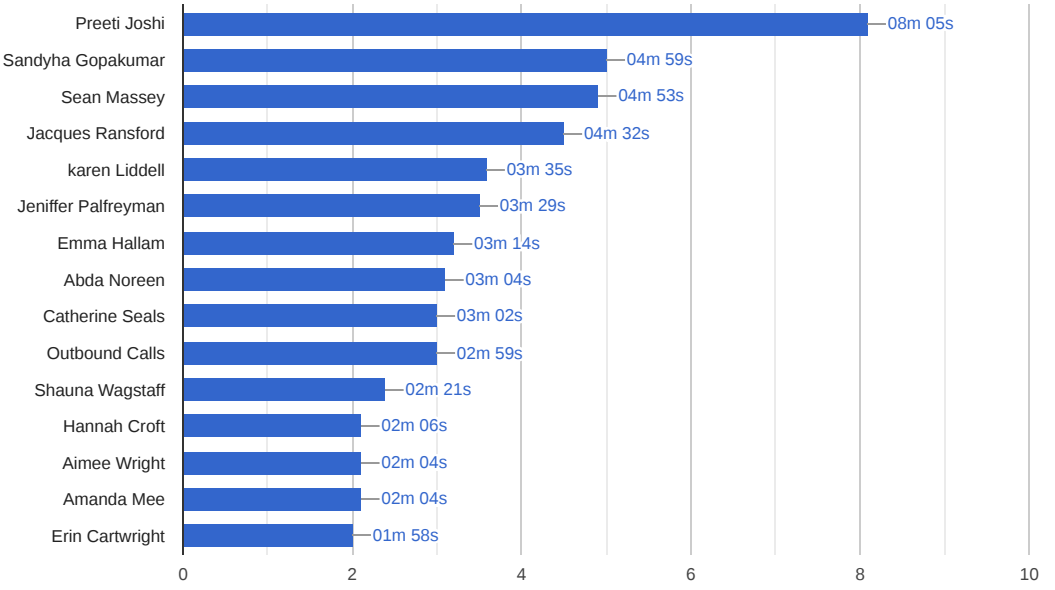


## 8. How Long do Users Spend on Calls?

### Inbound: Average Call Lengths

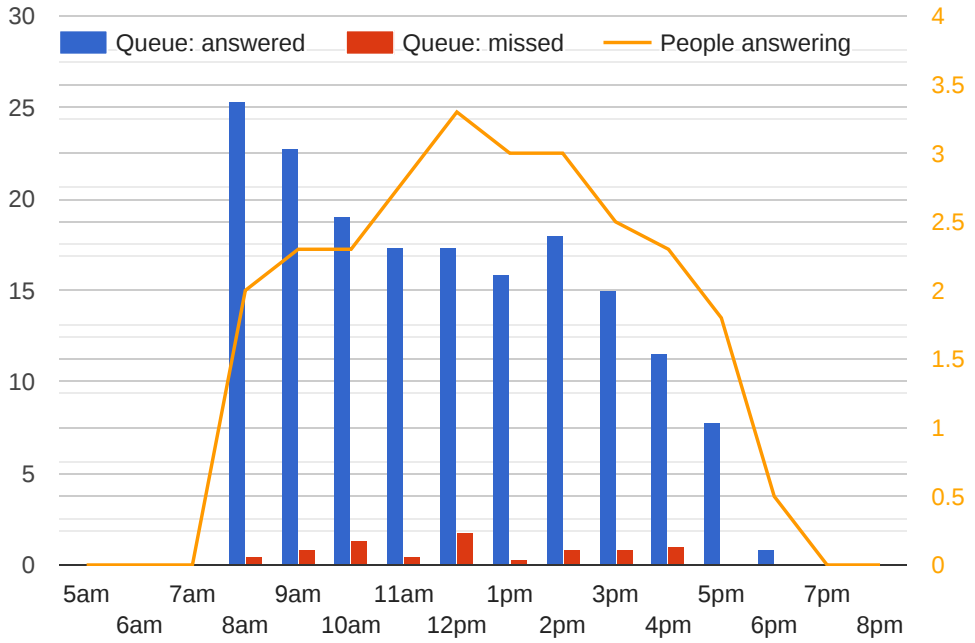



### Outbound: Average Call Lengths

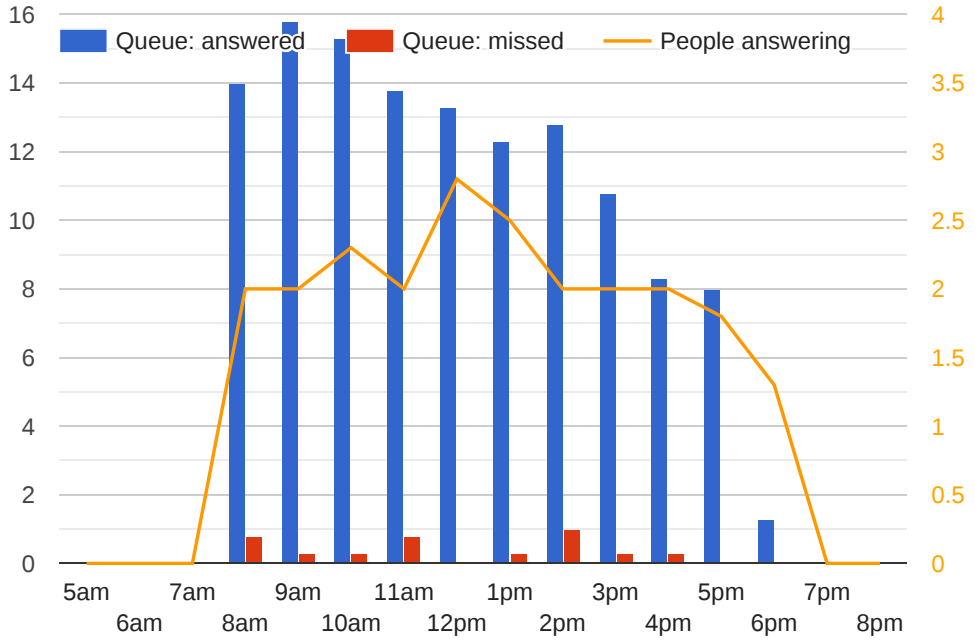


## 9. How Many People are Answering Queued Calls?

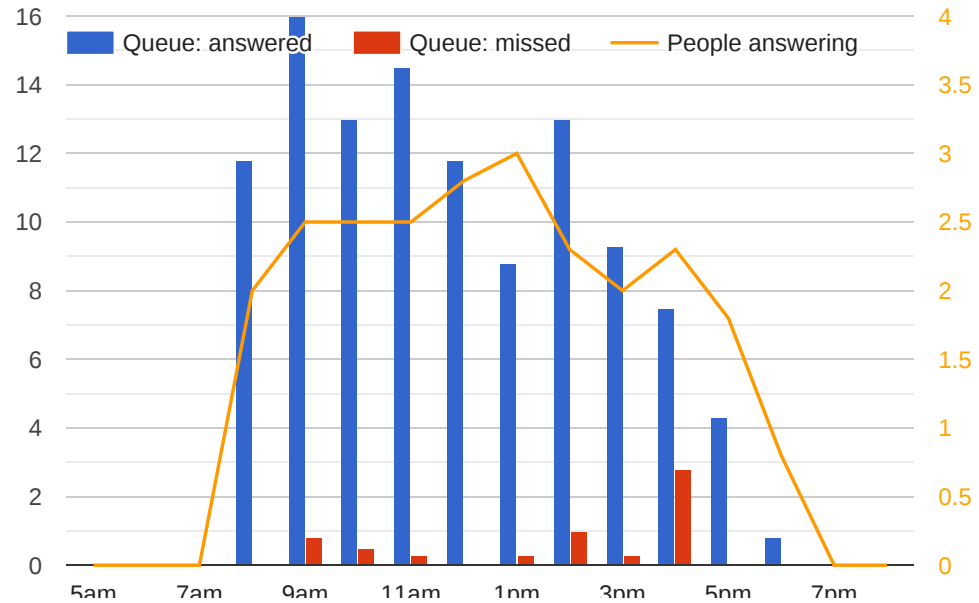
### Monday Average



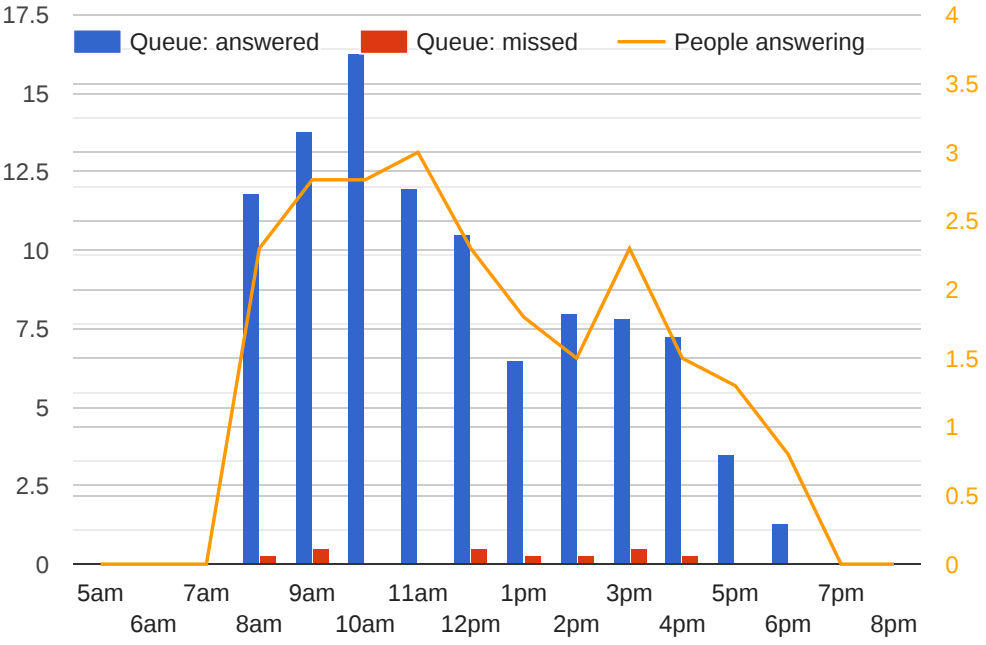

### Tuesday Average



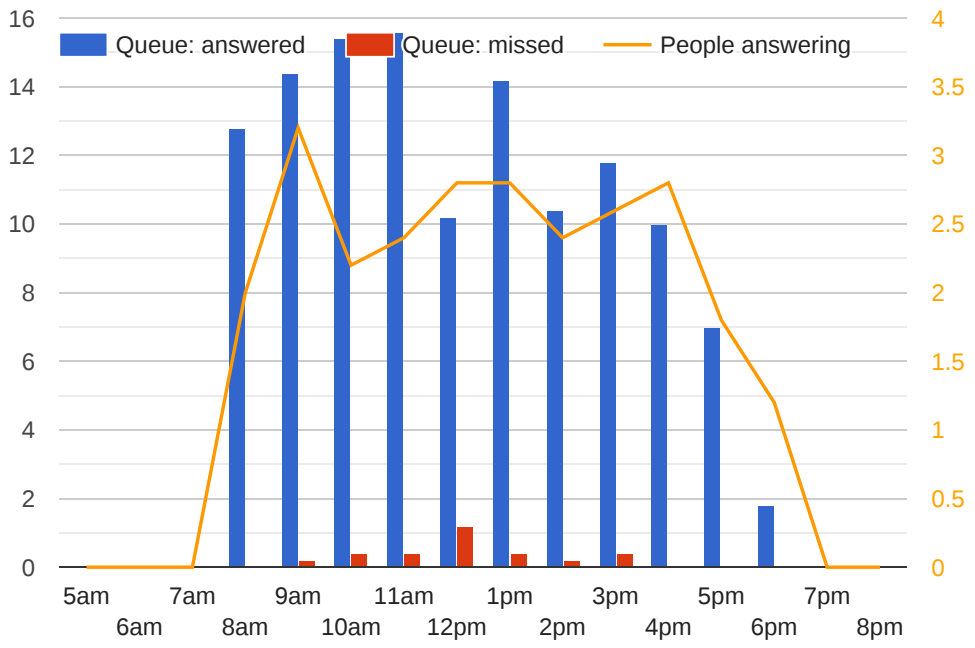
## Wednesday Average




## Thursday Average

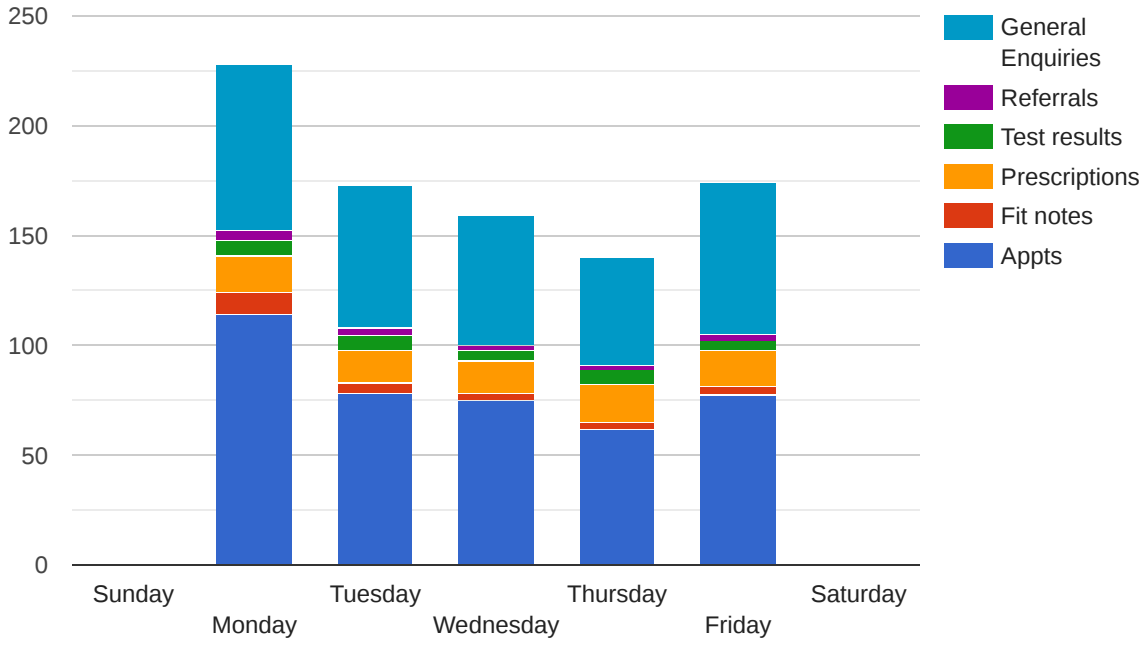


## Friday Average

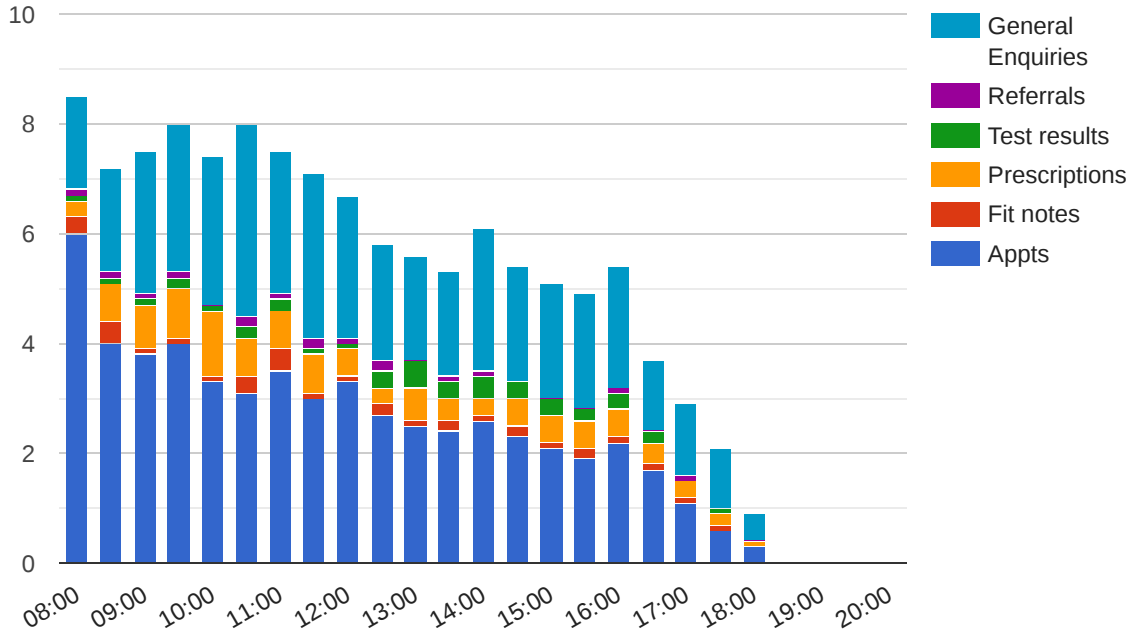
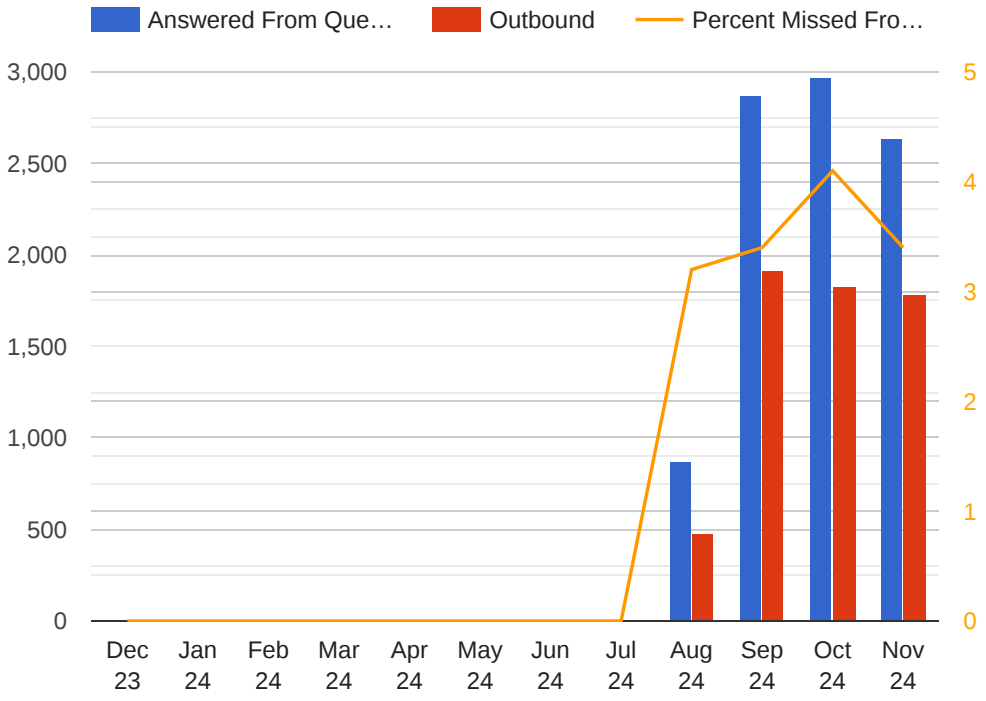


## 10. What Choices did Callers Make in the Busiest Menu?

### Average Number of Callers Choosing




### Average Number of Calls



## 11. Monthly Summary