

SURGERY CONNECT

Management Report

Giltbrook Surgery (NG16 2GE)
April 2025

1. Monthly Summary

Call Summary

Inbound Received

3,709

Inbound Answered

2,646

Average Inbound Talk Time

2m 11s

Outbound Attempted

2,104

Outbound Connected

1,852 (88.0%)

Average Outbound Talk Time

2m 55s

Abandoned Summary

Abandoned Calls

973 (26.2%)

Average Abandoned Call Time

42s

Queue Summary

Calls That Queued

2,720

Answered From Queue

2,645 (97.2%)

Average Queue Time Answered

52s

Missed From Queue

75 (2.8%)

Missed From Queue Excluding Repeat Callers

71 (2.6%)

Repeat Callers That Queued

4

Average Queue Time Missed

3m 1s

Callback Summary

Callbacks Requested

32

Callbacks Successful

29

Callbacks Unsuccessful

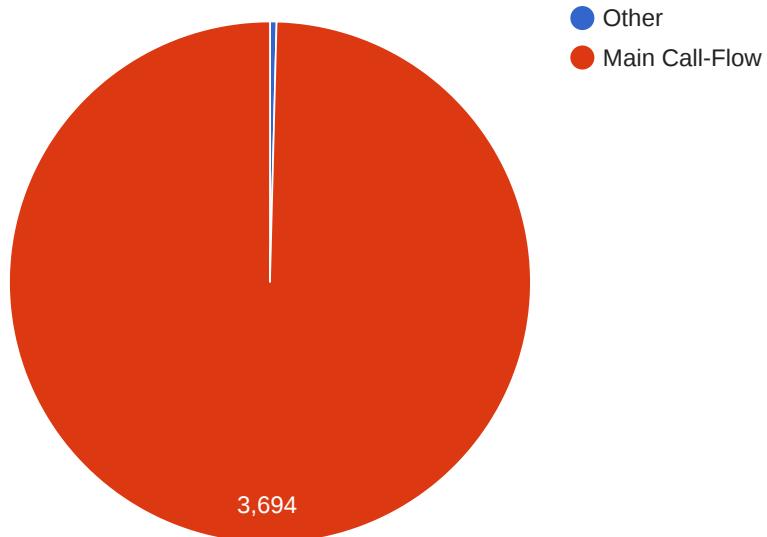
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Patient Cancelled Callbacks

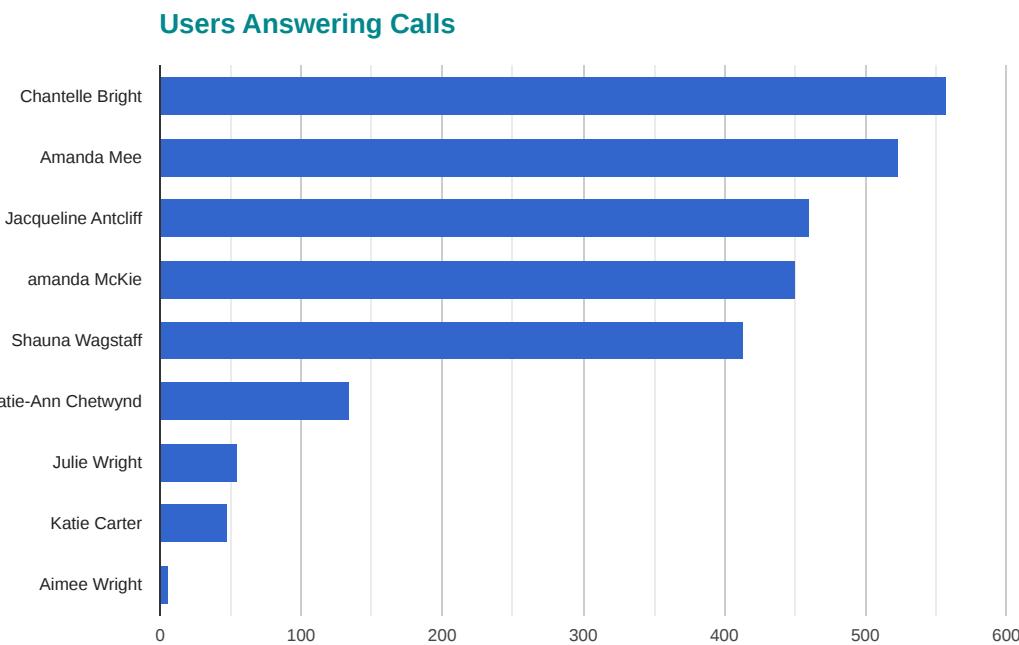
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 This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

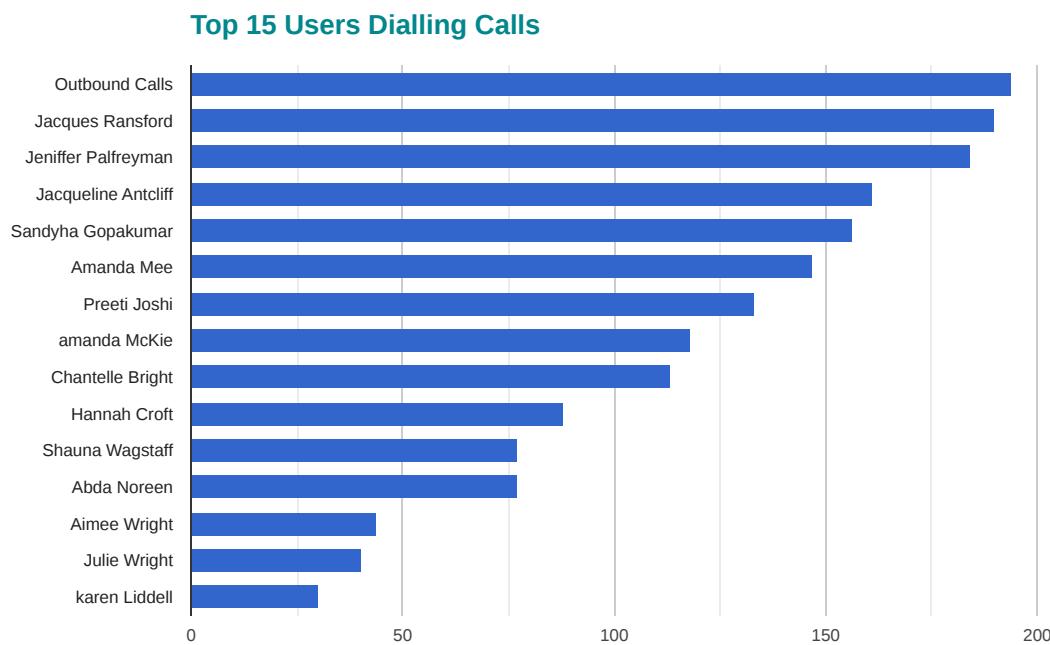
2. Which Numbers Took the Most Inbound Calls?



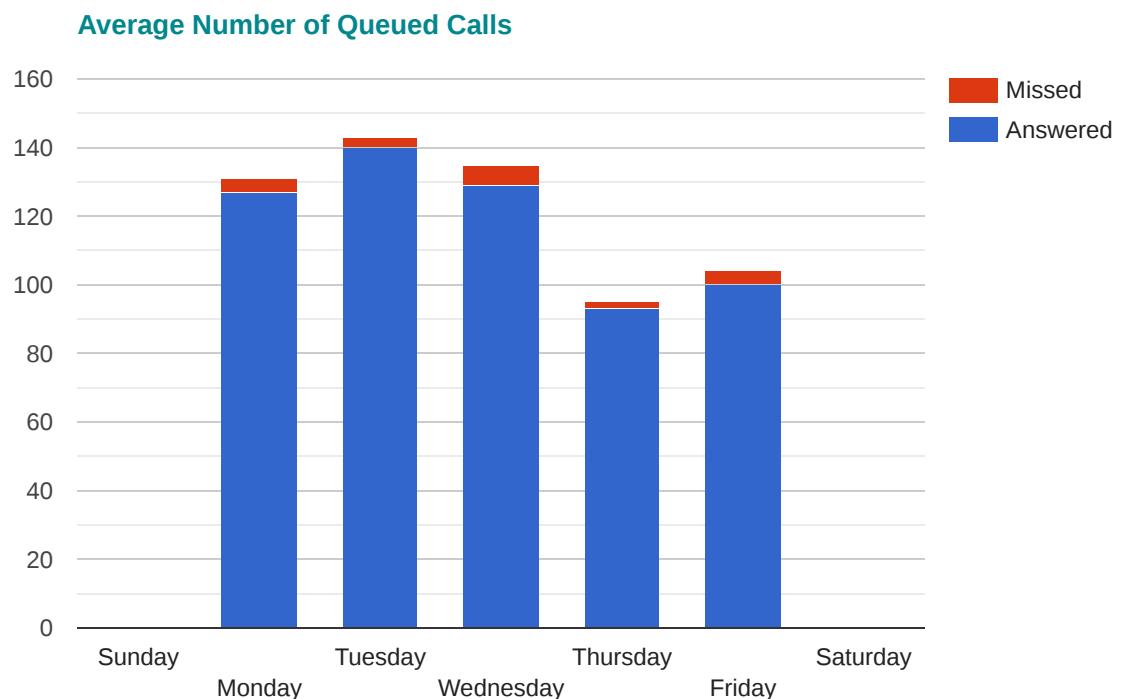
3. Which Users Answered the Most Inbound Calls?



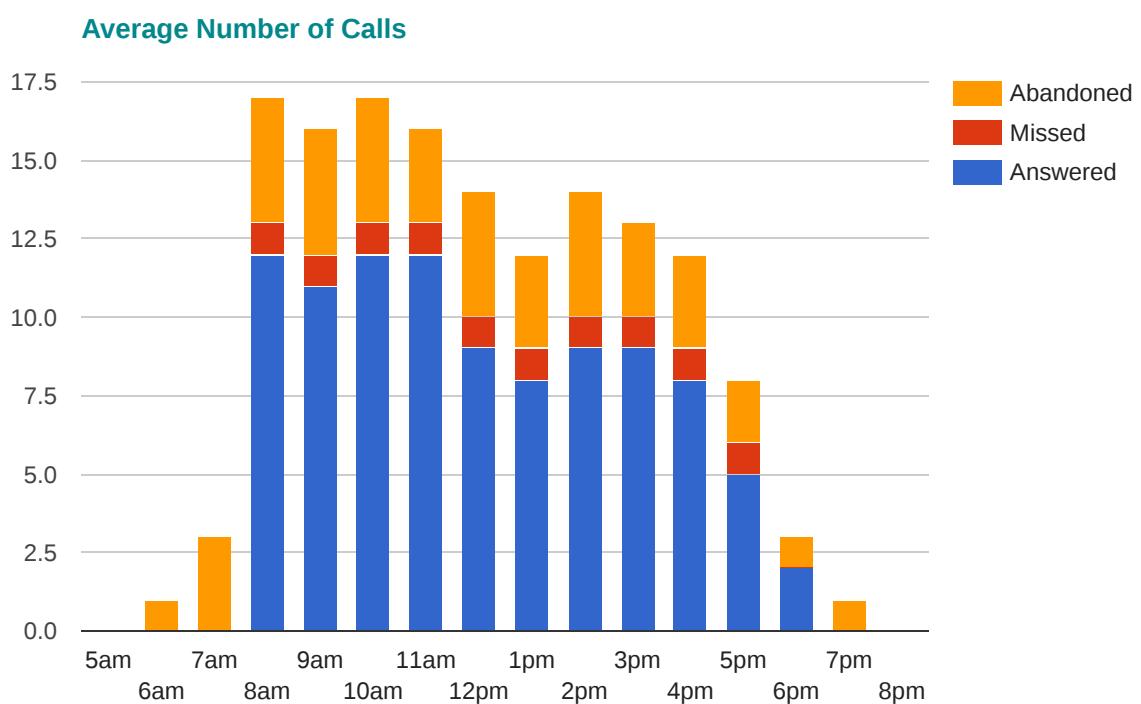
4. Which Users Dialled the Most Outbound Calls?



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

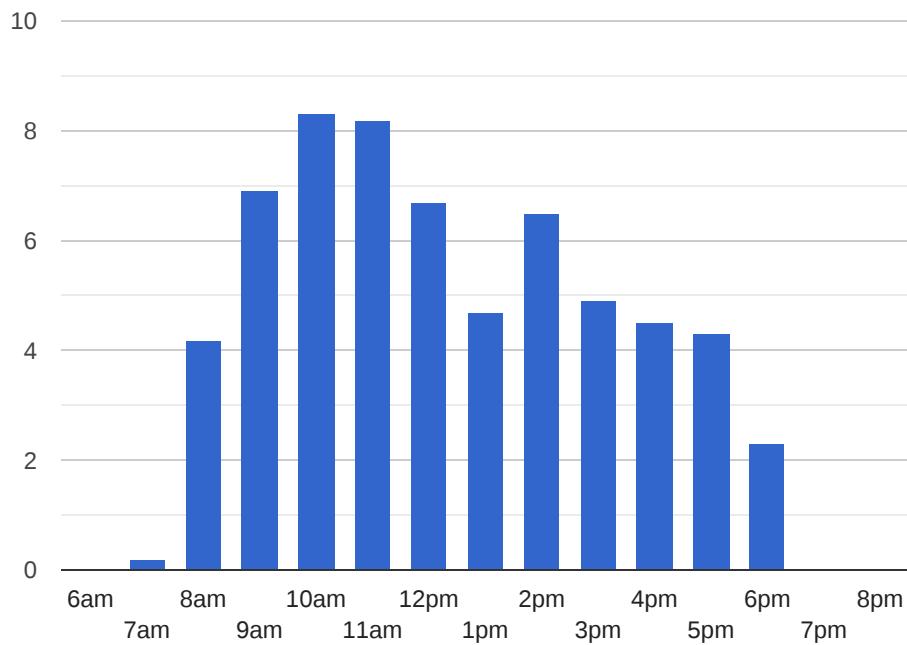


6. What Times of the Day are Busiest for Calls?

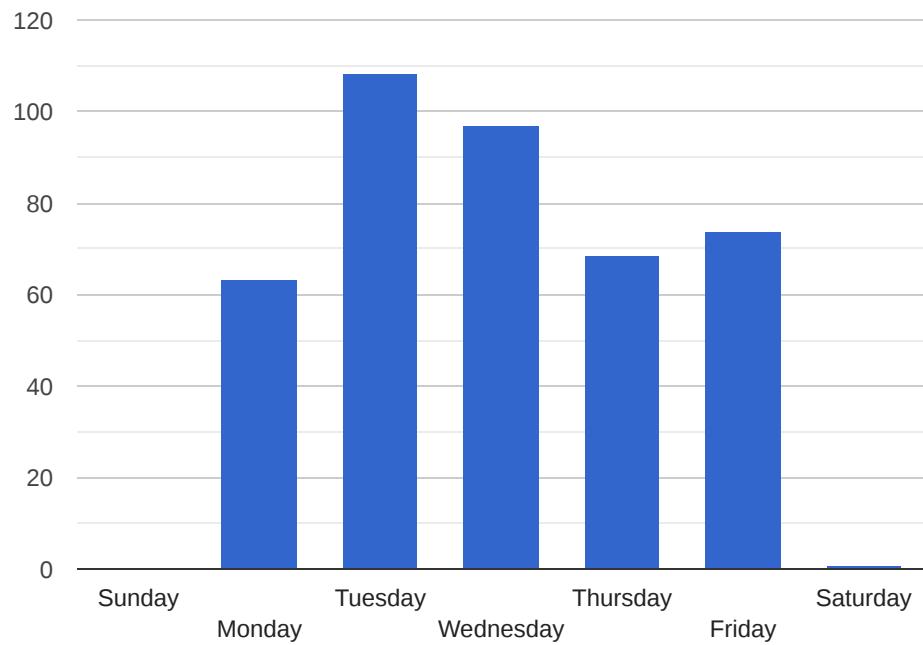


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

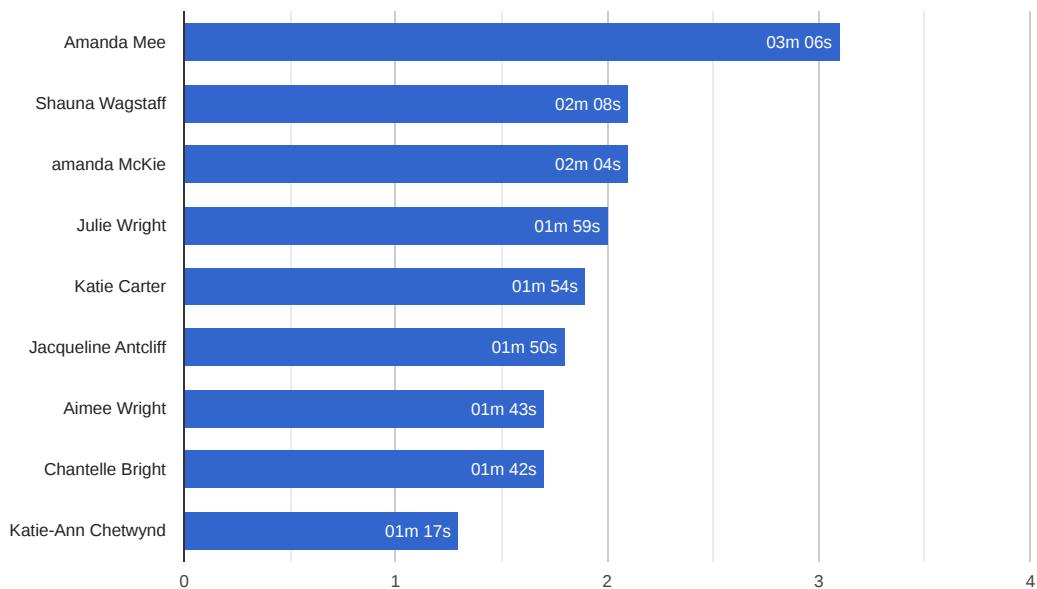


Average Outbound Calls By Day

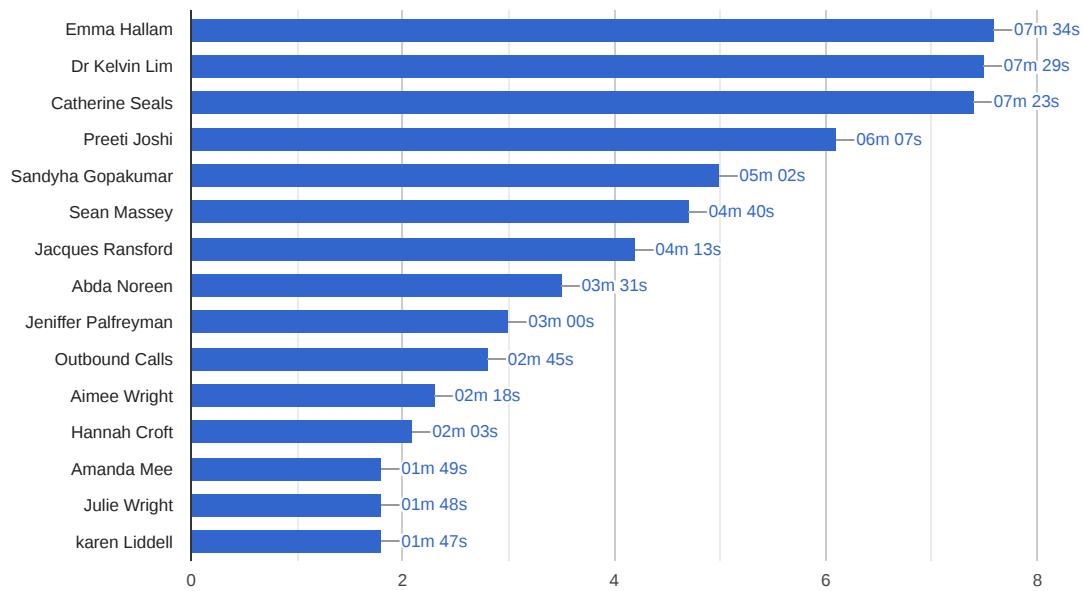


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

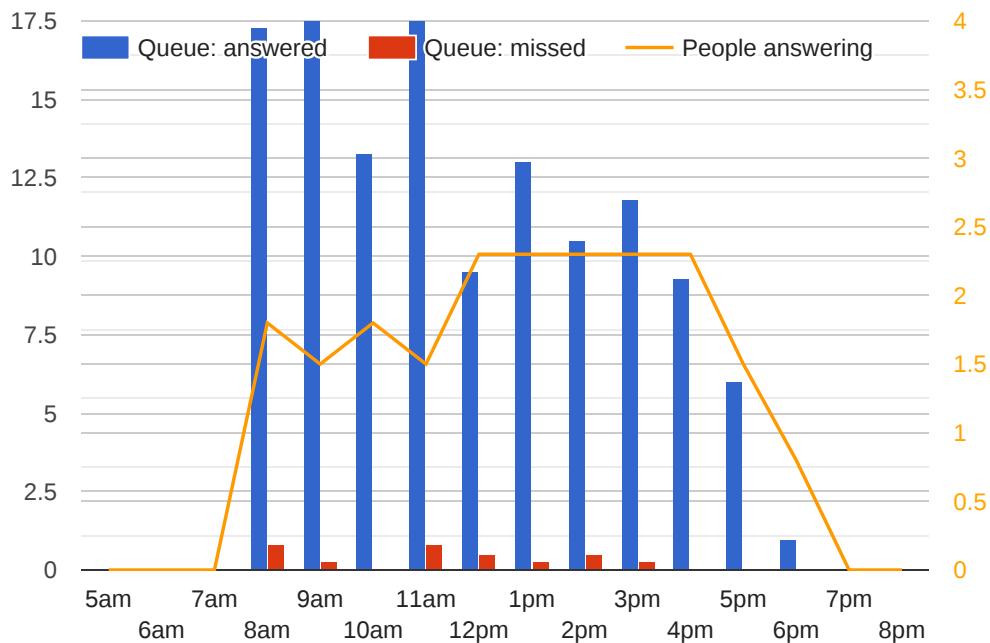


Outbound: Average Call Lengths

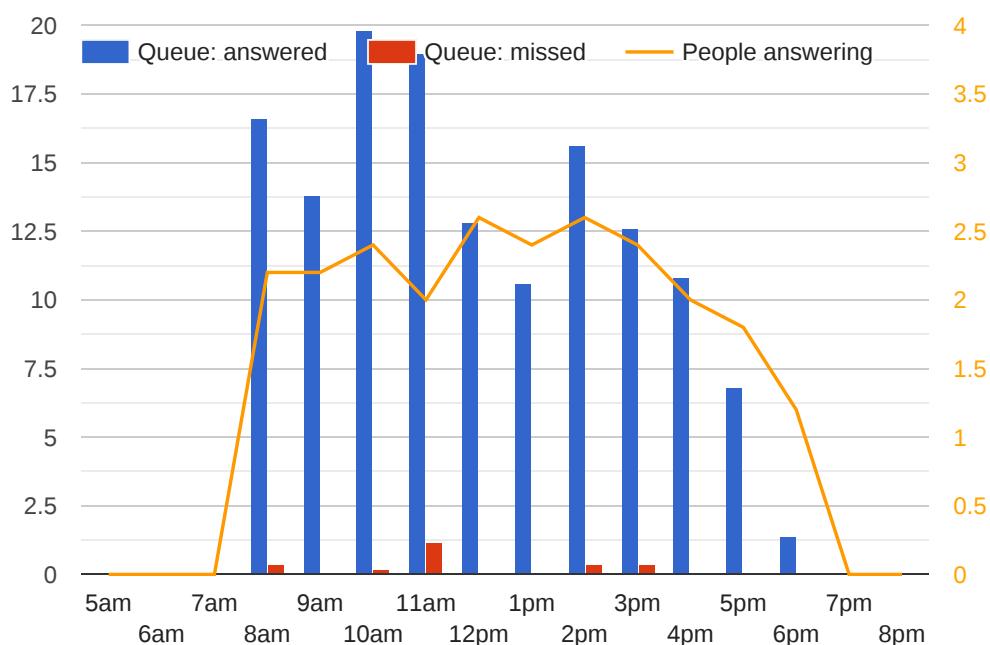


9. How Many People are Answering Queued Calls?

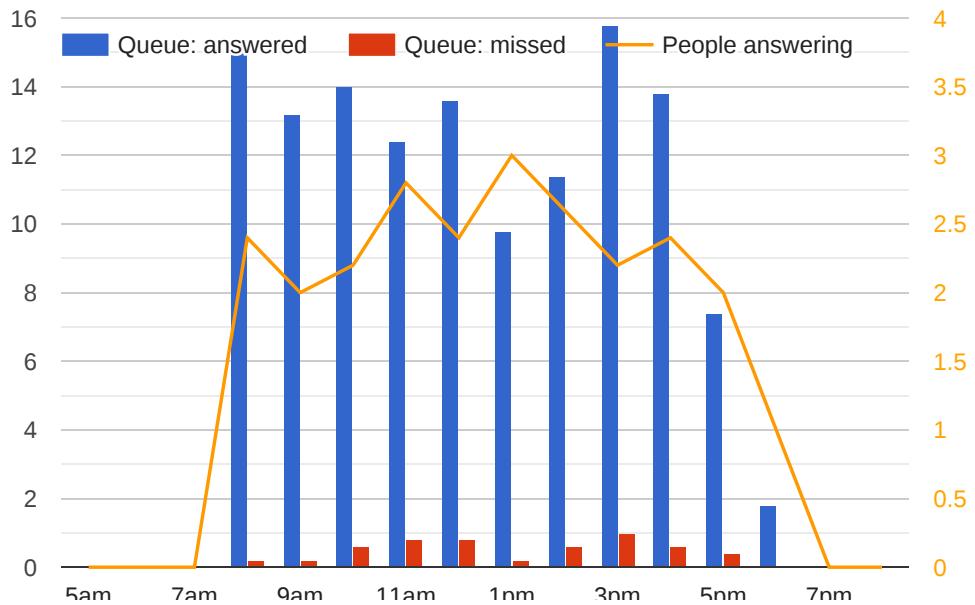
Monday Average



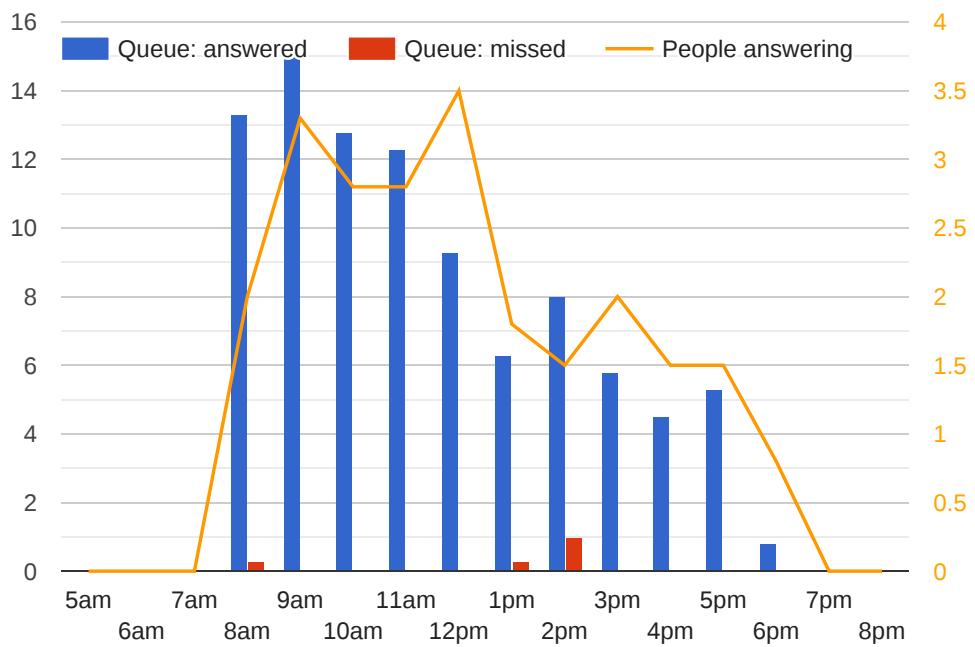
Tuesday Average



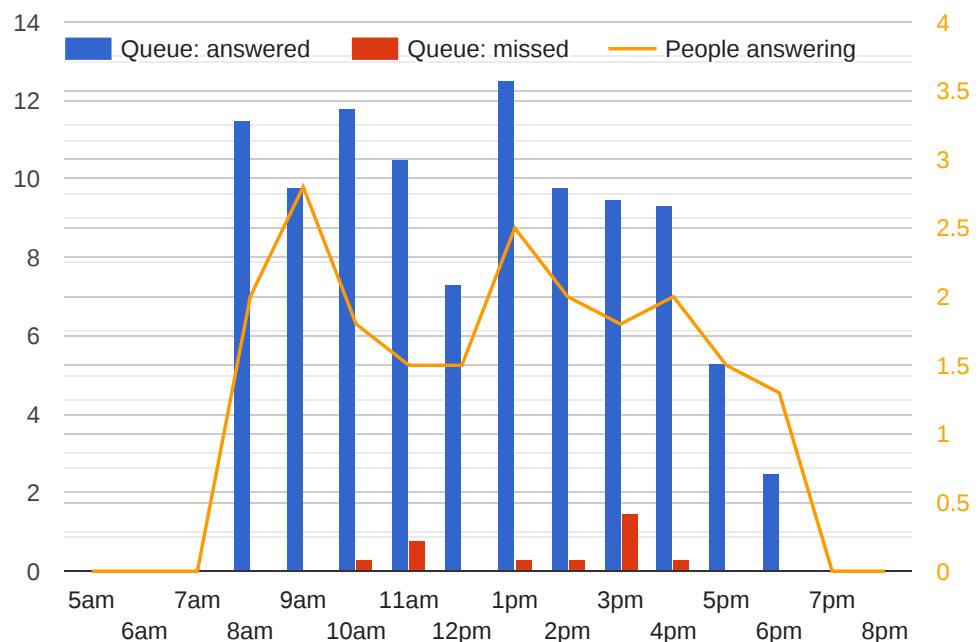
Wednesday Average



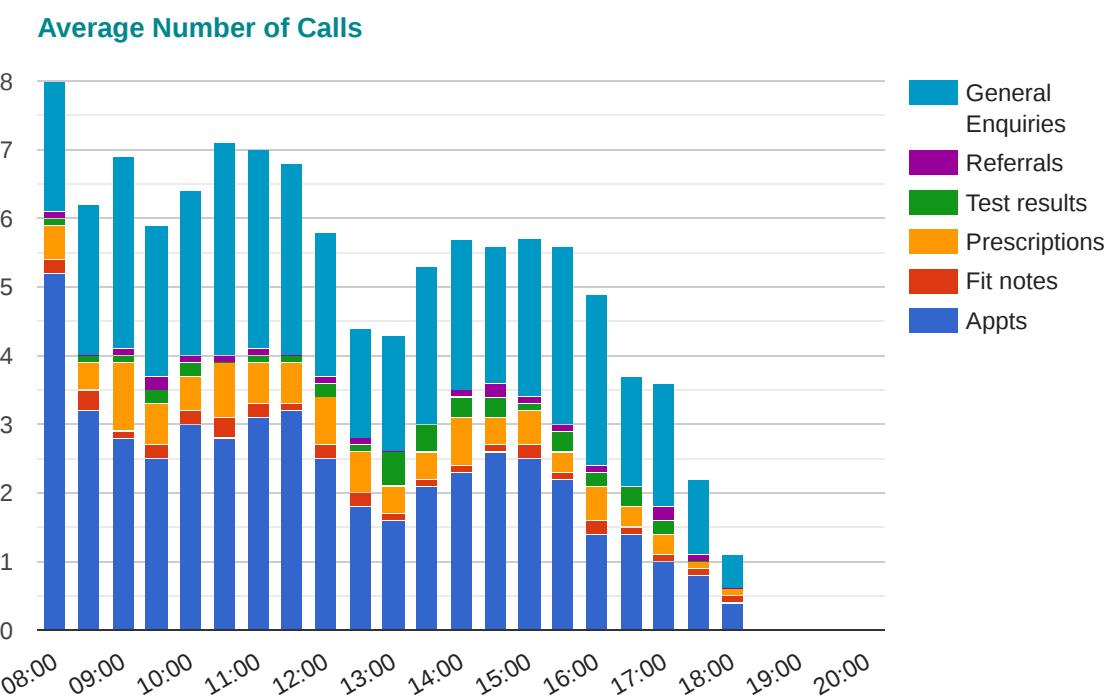
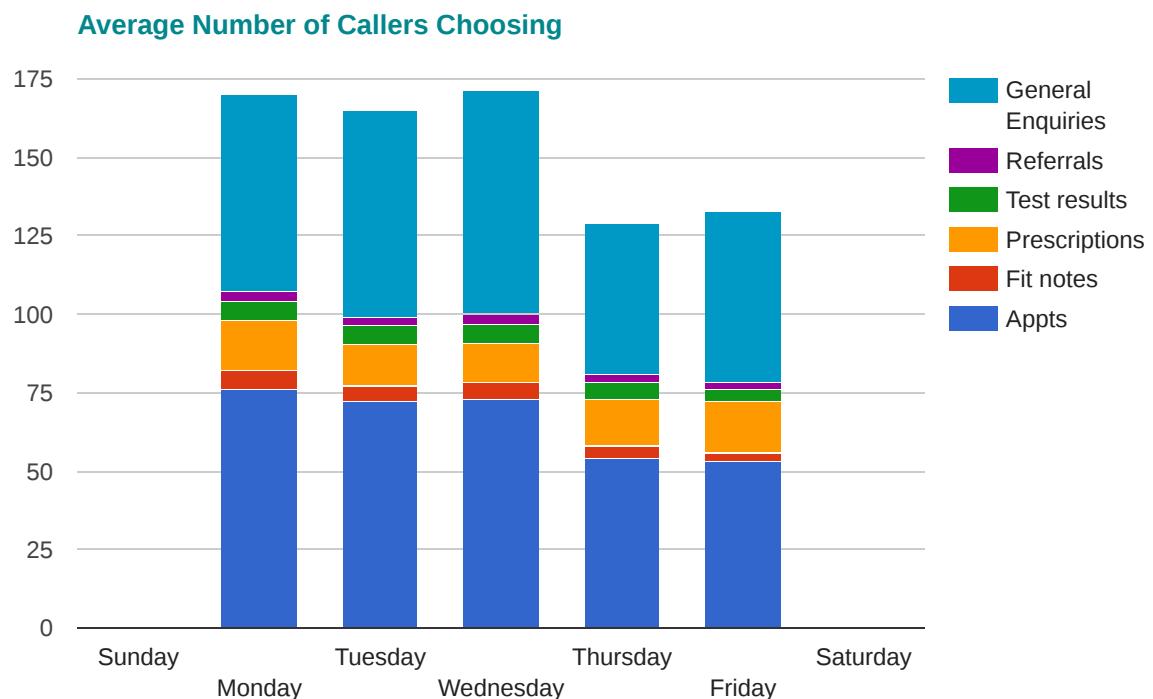
Thursday Average



Friday Average



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



11. Monthly Summary

