



NHS
Providing NHS services

We are here for you:

In the four months between April and July 2020, we've taken:

• **256,639** incoming calls at **44** seconds average wait time

• **22,156** face to face appointments **15,054** telephone appointments **746** home visits

Patient Survey 2020 said:

91% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

90% felt their needs were met during their last general practice appointment