Vale of Neath Practice - July 2026

5,418
↓ -162 (5,580)
Total number of calls to surgery:

3,847
↑ 312 (3,535)
Number of calls answered within two minutes:

399
↓ -58 (457)
Number of calls abandoned:

24,703
↓ -927 (25,630)
Items issued via prescription:

566
↑ 48 (518)
Referrals Made:

159
↓ -30 (189)
Fit Notes Issued:

467
↑ 36 (431)
Administrative Communications Issued (letters/emails):

246
↓ -36 (282)
Text Messages Sent and Received:

1,404
↓ -79 (1,483)
Total digital requests submitted to practice:

5,450
↓ -146 (5,596)
Appointments - Total:

4,989 (91.541%)
↓ -180 (5,169)
Appointments - Seen:

461 (8.459%)
↑ 34 (427)
Appointments - DNA: