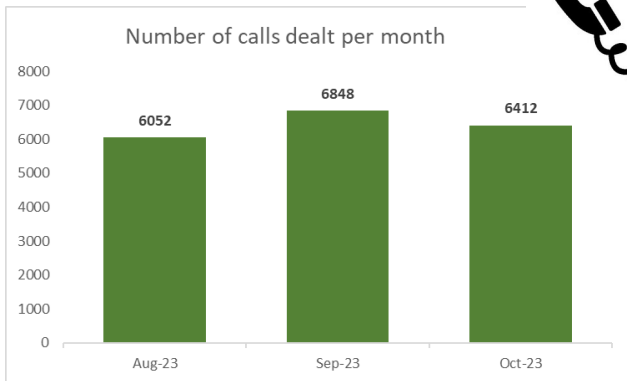


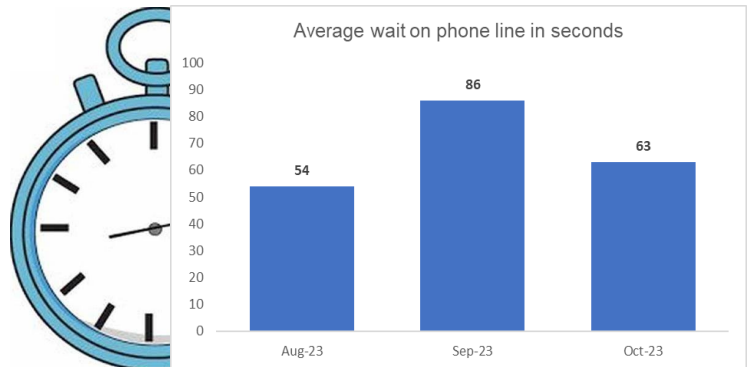


Hot topic—Over the last three months we have.....

Answered 19,312 calls. That's an average of 6,437 per month or 1,486 per week.

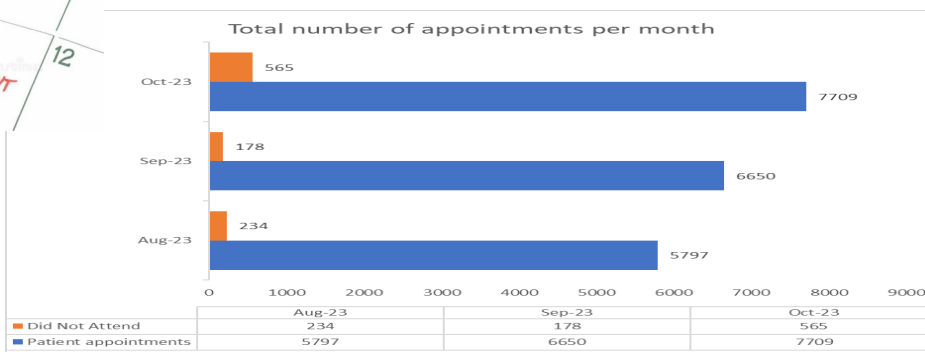


The average time it took for us to answer your call was 67 seconds



We provided 20,156 appointments over the last three months.

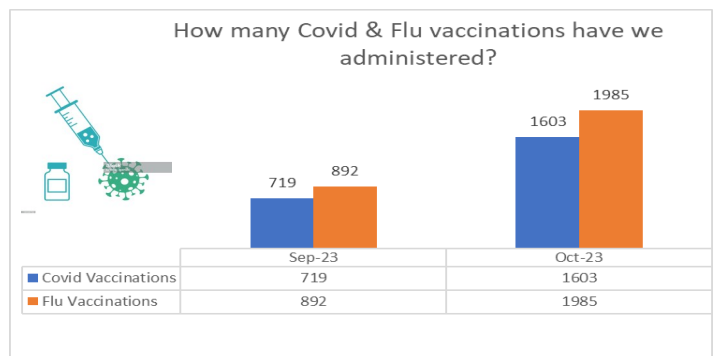
But we lost 977 appointments because people didn't turn up.



If you need to cancel appointment please call our regular phone number and select option 2

We delivered 2,322 Covid vaccinations and 2,877 Flu vaccinations during September & October.

If you still need your Vaccine visit the ICB website <https://bsw.icb.nhs.uk/find-a-walk-in/> for locations and dates of walk in clinics



When is best to call for results?

Please call after 10:00 am and choose option 3

- For appointments choose option 1
- For cancellations choose option 2
- For information about prescriptions choose option 4
- For general enquires choose option 5

What to do if you need same day healthcare

- Go online at 111.nhs.uk
- Visit your Local Pharmacist
- Call NHS 111
- Urgent Care Centre, provides urgent medical attention
- Call 999 if it is an emergency

