

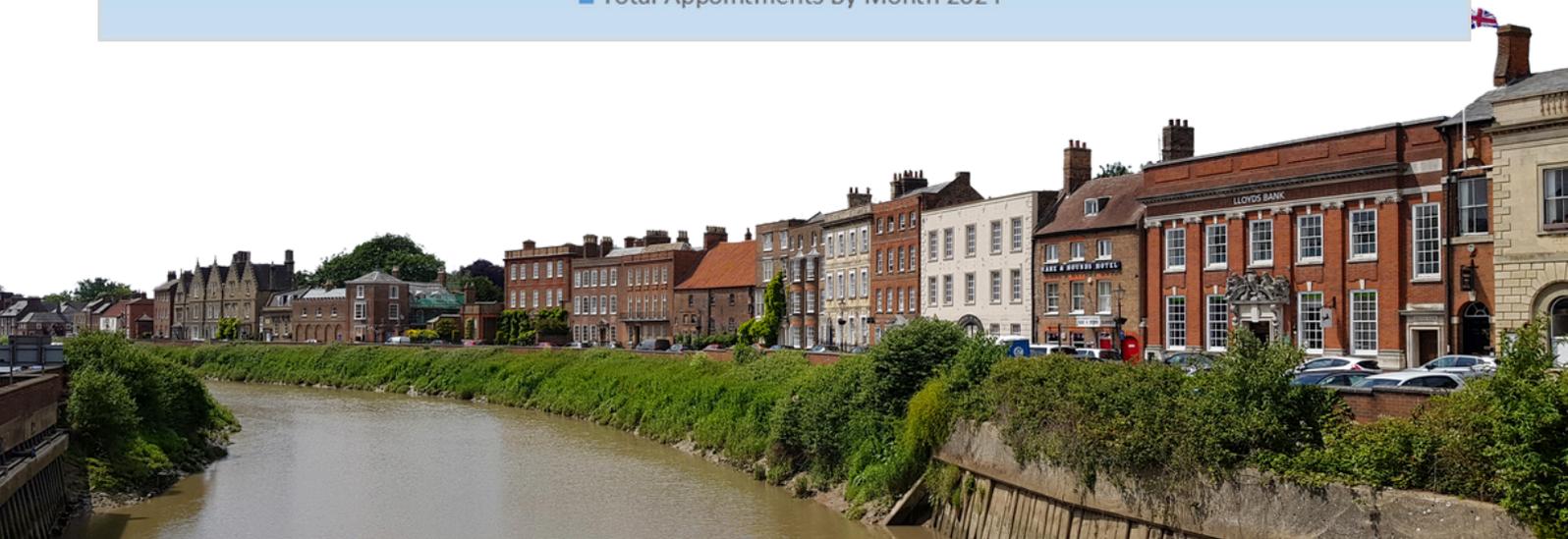
North Brink Practice Annual Report 2024



22nd January 2025

Appointment Data (Extracted from GPAD)

- Total appointments in 2024 = **178,117**
- Total did not attend in 2024 = **4,764** (total hours lost = **1,191**)



North Brink Practice

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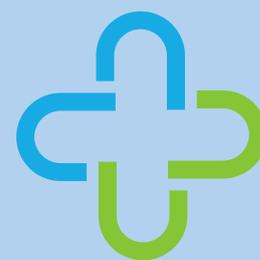
22nd January 2025

Other Activity Breakdown

- **26,820** triage requests received through the 'Klinik' triage system.
- **32,000** telephone calls from patients answered.
- **167,994** medication items dispensed.
- **4,972** medication deliveries to patients.
- **6,641** referrals processed.
- **6,494** Med 3 (Fit Notes) signed.
- **221,000** requests for repeat medication processed.
- **4,400** visits by the home visiting team.
- **5,998** structured medication reviews (SMRs) completed.



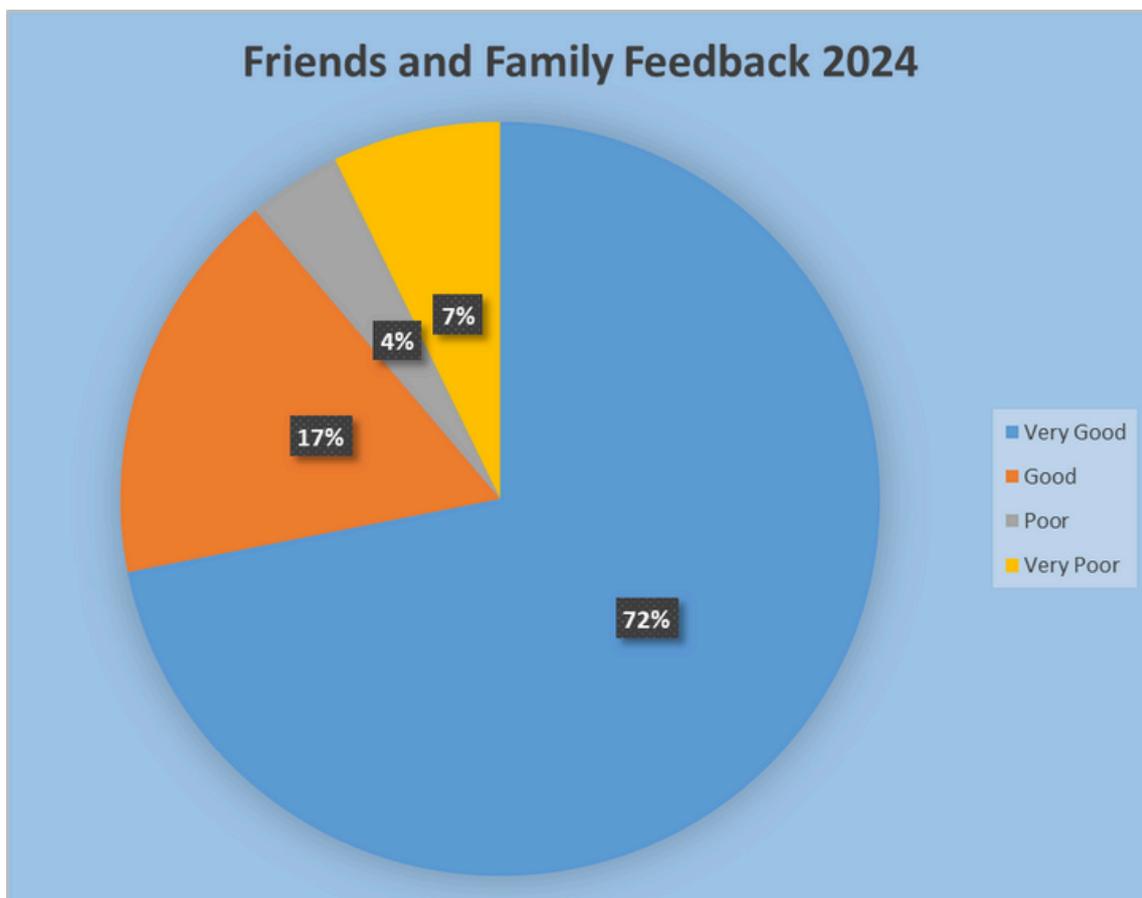
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Patient Feedback

- A 12 month summary of 'Friends and Family' feedback, total submissions = 419.



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Complaints and Compliments

- Complaints = **23** upheld/partially upheld.
- Compliments = **56**.

