





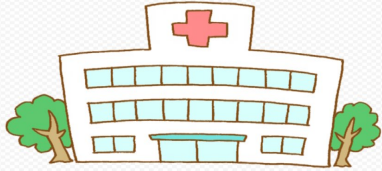






THE GROVE MEDICAL GROUP

WHAT HAPPENED IN THE SURGERY DURING NOVEMBER 2021:

 <p>TELEPHONE CALLS RECEIVED:</p> <p>14,687</p>	 <p>AVERAGE CALL WAIT:</p> <p>5MINUTES 39 SECONDS</p>	 <p>PATIENTS SEEN FACE TO FACE IN THE SURGERY:</p> <p>2551</p>	<p>TELEPHONE APPOINTMENTS CARRIED OUT:</p> <p>1147</p> 	<p>PRESCRIPTION ITEMS ISSUED:</p> <p>13,990</p> 
<p>MEDICATION REVIEWS CARRIED OUT:</p> <p>379</p> 	<p>REFERRALS MADE:</p> <p>279</p> 	 <p>FLU JABS GIVEN:</p> <p>1148</p>	<p>HOME VISITS CARRIED OUT:</p> <p>98</p> 	<p>PATIENTS WHO DID NOT ATTEND APPOINTMENTS:</p> <p>267</p> 