

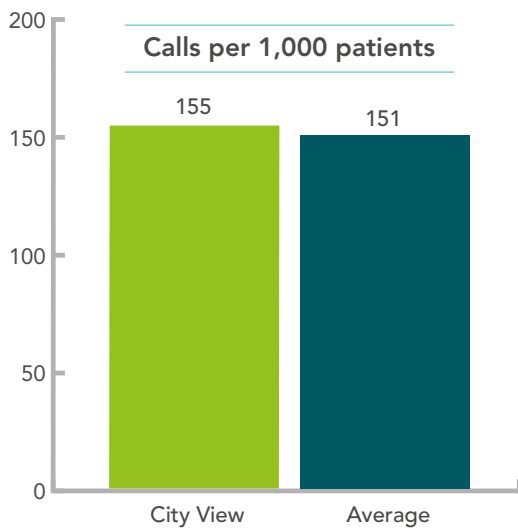
# City View Medical Practice

Data taken from Redcentric's call analytics looks at external inbound calls only, for Mon – Fri from 7.30 am to 6.30 pm for 26 weeks from 01.3.22 to 31.8.22.

Comparison is with city-wide averages for all practices of a similar size on the UCS platform. These include all practices with between 10,000 and 20,000 patients.

**Table 1**

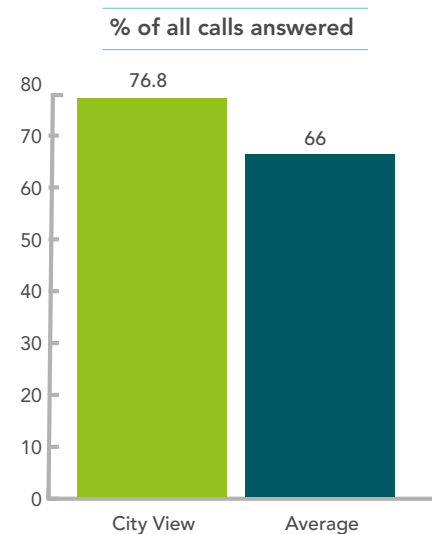
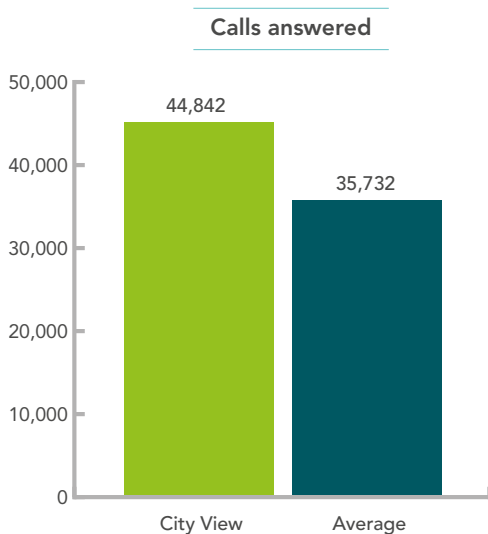
City View receives four more calls per 1,000 patients than the average surgery of similar size.



**Table 2**

City View answers more calls than the average practice.

The proportion of calls answered is 10.8% more than the average.

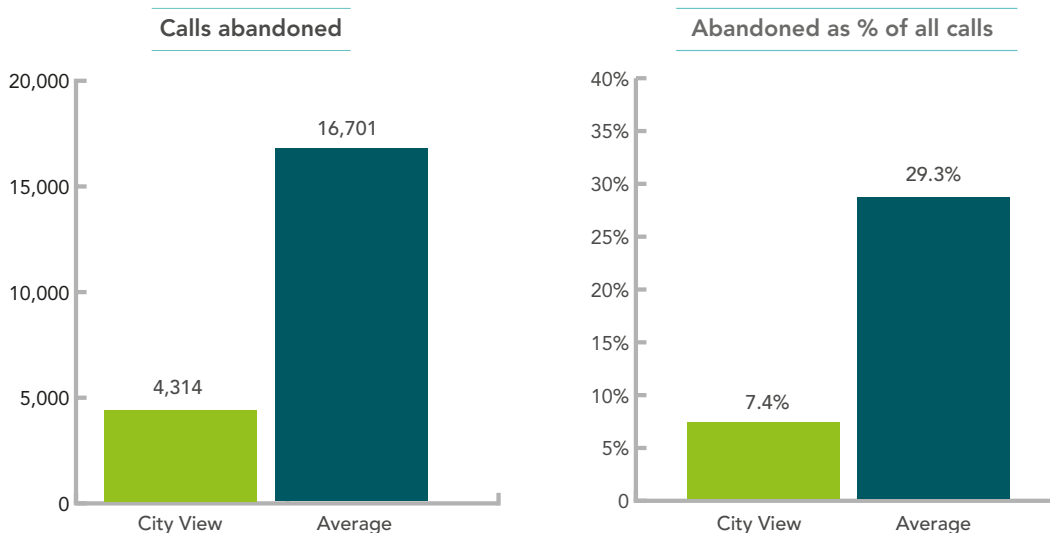


# City View Medical Practice

**Table 3**

City View has fewer calls abandoned than the average.

21.9% fewer calls are abandoned at City View.



**Table 4**

City View has an average wait time of 2 mins 31 secs less than average.

City View has an average answer time of 3 mins 55 secs less than average.

City View has an average call duration time of 2 mins 21 secs less than average.

