

## **RefHelp Statistics Dec 2024**

The data below provides an update on the level of access to the RefHelp website in Dec 2024.

- 44K users have accessed the RefHelp site.
- Visitors' stay is an average of 1.22 minutes per page.
- Users have accessed RefHelp using the following:
  - Mobile – 57.3%
  - Desktop – 40.8%
  - Tablet – 1.9%

The most visited pages/conditions in Dec 2024 are:

• RefHelp	23,065
• Phantosmia	3,099
• Meralgia Paraesthetica	1,579
• Page not found	1,451
• Bartholin's Cyst and Abscesses	1,308
• B12 Deficiency	1,301
• Waiting Times	1,252
• Pulsatile Tinnitus	1,227
• Abnormal LFTS inc Fib4 Score	1,196
• Faecal Calprotectin	1,107

**Top 5 Cities:** London – 10.3K, Edinburgh – 9.1K, Not set – 3K, Glasgow – 1.7K,  
Birmingham - 586

**Top 5 Countries:** UK – 36.1K, USA – 2.4K, India – 1,130, Ireland – 631, Australia - 506