



3,526

↑ 176 (3,350)

Total number of calls to surgery:



2,437

↓ -322 (2,759)

Number of calls answered within two minutes:



1,089

↑ 501 (588)

Number of calls abandoned:



18,180

↑ 3,527 (14,653)

Items issued via prescription:



241

↓ -192 (433)

Referrals Made:



142

↓ -37 (179)

Fit Notes Issued:



1,493

↓ -658 (2,151)

Administrative Communications Issued (letters/emails):



1,000

↓ -1,257 (2,257)

Text Messages Sent and Received:



2,999

↑ 384 (2,615)

Total digital requests submitted to practice: