



2,944
↓ -268 (3,212)

Total number of calls to surgery:



2,517
↓ -149 (2,666)

Number of calls answered within two minutes:




427
↓ -119 (546)

Number of calls abandoned:




17,605
↑ 94 (17,511)

Items issued via prescription:




334
↓ -116 (450)

Referrals Made:




159
↑ 13 (146)

Fit Notes Issued:




2,041
↑ 90 (1,951)

Administrative Communications Issued (letters/emails):




233
↓ -214 (447)

Text Messages Sent and Received:




3,201
↓ -157 (3,358)

Total digital requests submitted to practice:



3,144
↓ -379 (3,523)

Appointments - Total:



2,587 (82.284%)
↓ -418 (3,005)

Appointments - Seen:



557 (17.716%)
↑ 39 (518)

Appointments - DNA: