



2,663

↓ -427 (3,090)

Total number of calls to surgery:



2,345

↓ -379 (2,724)

Number of calls answered within two minutes:



318

↓ -48 (366)

Number of calls abandoned:



16,299

↓ -2,470 (18,769)

Items issued via prescription:



311

↓ -77 (388)

Referrals Made:



140

↓ -34 (174)

Fit Notes Issued:



1,436

↓ -877 (2,313)

Administrative Communications Issued (letters/emails):



1,129

↑ 844 (285)

Text Messages Sent and Received:



3,029

↓ -437 (3,466)

Total digital requests submitted to practice:



2,887

↓ -565 (3,452)

Appointments - Total:



2,435 (84.344%)

↓ -462 (2,897)

Appointments - Seen:



452 (15.656%)

↓ -103 (555)

Appointments - DNA: