



**2,933**

↓ -300 (3,233)

Total number of calls to surgery:



**2,489**

↓ -159 (2,648)

Number of calls answered within two minutes:



**444**

↓ -141 (585)

Number of calls abandoned:



**18,583**

↑ 2,462 (16,121)

Items issued via prescription:



**304**

↑ 32 (272)

Referrals Made:



**173**

↑ 1 (172)

Fit Notes Issued:



**1,352**

↑ 221 (1,131)

Administrative Communications Issued (letters/emails):



**1,782**

↓ -916 (2,698)

Text Messages Sent and Received:



**3,104**

↓ -300 (3,404)

Total digital requests submitted to practice:



**3,373**

↑ 117 (3,256)

Appointments - Total:



**2,799 (82.983%)**

↑ 71 (2,728)

Appointments - Seen:



**574 (17.017%)**

↑ 46 (528)

Appointments - DNA: