



**3,032**

↓ -322 (3,354)

Total number of calls to surgery:



**2,503**

↓ -305 (2,808)

Number of calls answered within two minutes:



**529**

↓ -17 (546)

Number of calls abandoned:



**15,528**

↓ -1,602 (17,130)

Items issued via prescription:



**394**

↓ -59 (453)

Referrals Made:



**174**

↓ -14 (188)

Fit Notes Issued:



**1,921**

↑ 269 (1,652)

Administrative Communications Issued (letters/emails):



**269**

↓ -2,268 (2,537)

Text Messages Sent and Received:



**3,190**

↓ -441 (3,631)

Total digital requests submitted to practice:



**3,505**

↓ -416 (3,921)

Appointments - Total:



**2,864 (81.712%)**

↓ -265 (3,129)

Appointments - Seen:



**641 (18.288%)**

↓ -151 (792)

Appointments - DNA: