



2,714

↓ -153 (2,867)

Total number of calls to surgery:



2,256

↓ -350 (2,606)

Number of calls answered within two minutes:



458

↑ 197 (261)

Number of calls abandoned:



15,406

↓ -1,613 (17,019)

Items issued via prescription:



299

↓ -23 (322)

Referrals Made:



203

↑ 6 (197)

Fit Notes Issued:



1,049

↓ -520 (1,569)

Administrative Communications Issued (letters/emails):



2,243

↑ 394 (1,849)

Text Messages Sent and Received:



3,041

↓ -458 (3,499)

Total digital requests submitted to practice:



3,426

↓ -223 (3,649)

Appointments - Total:



2,597 (75.803%)

↓ -217 (2,814)

Appointments - Seen:



829 (24.197%)

↓ -6 (835)

Appointments - DNA: