



2,867

↓ -66 (2,933)

Total number of calls to surgery:



2,606

↑ 117 (2,489)

Number of calls answered within two minutes:



261

↓ -183 (444)

Number of calls abandoned:



17,019

↓ -1,564 (18,583)

Items issued via prescription:



322

↑ 18 (304)

Referrals Made:



197

↑ 24 (173)

Fit Notes Issued:



1,569

↑ 217 (1,352)

Administrative Communications Issued (letters/emails):



1,849

↑ 67 (1,782)

Text Messages Sent and Received:



3,499

↑ 395 (3,104)

Total digital requests submitted to practice:



3,649

↑ 276 (3,373)

Appointments - Total:



2,814 (77.117%)

↑ 15 (2,799)

Appointments - Seen:



835 (22.883%)

↑ 261 (574)

Appointments - DNA: