



3,090

↓ -337 (3,427)

Total number of calls to surgery:



2,724

↓ -30 (2,754)

Number of calls answered within two minutes:



366

↓ -307 (673)

Number of calls abandoned:



18,769

↑ 1,462 (17,307)

Items issued via prescription:



388

↓ -18 (406)

Referrals Made:



174

↑ 15 (159)

Fit Notes Issued:



2,313

↓ -8 (2,321)

Administrative Communications Issued (letters/emails):



285

↑ 86 (199)

Text Messages Sent and Received:



3,466

↑ 95 (3,371)

Total digital requests submitted to practice:



3,452

↓ -24 (3,476)

Appointments - Total:



2,897 (83.922%)

↑ 13 (2,884)

Appointments - Seen:



555 (16.078%)

↓ -37 (592)

Appointments - DNA: