


**3,427**  
↑ 390 (3,037)

Total number of calls to surgery:



**2,754**  
↑ 282 (2,472)

Number of calls answered within two minutes:




**673**  
↑ 108 (565)

Number of calls abandoned:




**17,307**  
↑ 374 (16,933)

Items issued via prescription:




**406**  
↓ -51 (457)

Referrals Made:



**159**  
↓ -4 (163)

Fit Notes Issued:




**2,321**  
↑ 329 (1,992)

Administrative Communications Issued (letters/emails):




**199**  
↓ -274 (473)

Text Messages Sent and Received:




**3,371**  
↑ 120 (3,251)

Total digital requests submitted to practice:



**3,476**  
↑ 128 (3,348)

Appointments - Total:



**2,884 (82.969%)**  
↑ 109 (2,775)

Appointments - Seen:



**592 (17.031%)**  
↑ 19 (573)

Appointments - DNA: