


3,212
↑ 180 (3,032)

Total number of calls to surgery:



2,666
↑ 163 (2,503)

Number of calls answered within two minutes:




546
↑ 17 (529)

Number of calls abandoned:




17,511
↑ 1,983 (15,528)

Items issued via prescription:




450
↑ 56 (394)

Referrals Made:



146
↓ -28 (174)

Fit Notes Issued:




1,951
↑ 30 (1,921)

Administrative Communications Issued (letters/emails):




447
↑ 178 (269)

Text Messages Sent and Received:




3,358
↑ 168 (3,190)

Total digital requests submitted to practice:




3,523
↑ 18 (3,505)

Appointments - Total:



3,005 (85.297%)
↑ 141 (2,864)

Appointments - Seen:



518 (14.703%)
↓ -123 (641)

Appointments - DNA: