




3,037
↑ 93 (2,944)

Total number of calls to surgery:



2,472
↓ -45 (2,517)

Number of calls answered within two minutes:




565
↑ 138 (427)

Number of calls abandoned:




16,933
↓ -672 (17,605)

Items issued via prescription:




457
↑ 123 (334)

Referrals Made:




163
↑ 4 (159)

Fit Notes Issued:




1,992
↓ -49 (2,041)

Administrative Communications Issued (letters/emails):




473
↑ 240 (233)

Text Messages Sent and Received:



3,251
↑ 50 (3,201)

Total digital requests submitted to practice:




3,348
↑ 204 (3,144)

Appointments - Total:



2,775 (82.885%)
↑ 188 (2,587)

Appointments - Seen:



573 (17.115%)
↑ 16 (557)

Appointments - DNA: