



3,233

↓ -248 (3,481)

Total number of calls to surgery:



2,648

↓ -381 (3,029)

Number of calls answered within two minutes:



585

↑ 133 (452)

Number of calls abandoned:



16,121

↓ -2,958 (19,079)

Items issued via prescription:



272

↓ -129 (401)

Referrals Made:



172

↓ -32 (204)

Fit Notes Issued:



1,131

↑ 423 (708)

Administrative Communications Issued (letters/emails):



2,698

↓ -1,735 (4,433)

Text Messages Sent and Received:



3,404

↓ -54 (3,458)

Total digital requests submitted to practice:



3,256

↓ -1,533 (4,789)

Appointments - Total:



2,728 (83.784%)

↓ -438 (3,166)

Appointments - Seen: