



**3,481**

↑ 295 (3,186)

Total number of calls to surgery:



**3,029**

↑ 200 (2,829)

Number of calls answered within two minutes:



**452**

↑ 95 (357)

Number of calls abandoned:



**19,079**

↑ 1,024 (18,055)

Items issued via prescription:



**401**

↑ 29 (372)

Referrals Made:



**204**

↑ 1 (203)

Fit Notes Issued:



**708**

↓ -449 (1,157)

Administrative Communications Issued (letters/emails):



**4,433**

↓ -1,429 (5,862)

Text Messages Sent and Received:



**3,458**

↓ -88 (3,546)

Total digital requests submitted to practice:



**4,789**

↑ 1,086 (3,703)

Appointments - Total:



**3,166 (66.11%)**

↑ 60 (3,106)

Appointments - Seen: