



3,186

↑ 523 (2,663)

Total number of calls to surgery:



2,829

↑ 484 (2,345)

Number of calls answered within two minutes:



357

↑ 39 (318)

Number of calls abandoned:



18,055

↑ 1,756 (16,299)

Items issued via prescription:



372

↑ 61 (311)

Referrals Made:



203

↑ 63 (140)

Fit Notes Issued:



1,157

↓ -279 (1,436)

Administrative Communications Issued (letters/emails):



5,862

↑ 4,733 (1,129)

Text Messages Sent and Received:



3,546

↑ 517 (3,029)

Total digital requests submitted to practice:



3,703

↑ 816 (2,887)

Appointments - Total:



3,106 (83.878%)

↑ 671 (2,435)

Appointments - Seen:



597 (16.122%)

↑ 145 (452)

Appointments - DNA: