



3,350

↓ -440 (3,790)

Total number of calls to surgery:



2,759

↓ -212 (2,971)

Number of calls answered within two minutes:



588

↓ -231 (819)

Number of calls abandoned:



14,653

↓ -6,481 (21,134)

Items issued via prescription:



433

↓ -31 (464)

Referrals Made:



179

↓ -6 (185)

Fit Notes Issued:



2,151

↑ 1,397 (754)

Administrative Communications Issued (letters/emails):



2,257

↓ -347 (2,604)

Text Messages Sent and Received:



2,615

↓ -551 (3,166)

Total digital requests submitted to practice:



5,706

↓ -878 (6,584)

Appointments - Total:



5,354 (93.831%)

↓ -923 (6,277)

Appointments - Seen:



352 (6.169%)

↑ 45 (307)

Appointments - DNA: