



**3,790**

↑ 520 (3,270)

Total number of calls to surgery:



**2,971**

↑ 349 (2,622)

Number of calls answered within two minutes:



**819**

↑ 171 (648)

Number of calls abandoned:



**21,134**

↑ 4,817 (16,317)

Items issued via prescription:



**464**

↑ 28 (436)

Referrals Made:



**185**

↑ 39 (146)

Fit Notes Issued:



**754**

↑ 110 (644)

Administrative Communications Issued (letters/emails):



**2,604**

↓ -2,308 (4,912)

Text Messages Sent and Received:



**3,166**

↑ 250 (2,916)

Total digital requests submitted to practice:



**6,584**

↑ 690 (5,894)

Appointments - Total:



**6,277 (95.337%)**

↑ 576 (5,701)

Appointments - Seen:



**307 (4.663%)**

↑ 114 (193)

Appointments - DNA: