



**3,270**

↑ 547 (2,723)

Total number of calls to surgery:



**2,622**

↑ 207 (2,415)

Number of calls answered within two minutes:



**648**

↑ 340 (308)

Number of calls abandoned:



**16,317**

↑ 440 (15,877)

Items issued via prescription:



**436**

↑ 17 (419)

Referrals Made:



**146**

↑ 4 (142)

Fit Notes Issued:



**644**

↑ 8 (636)

Administrative Communications Issued (letters/emails):



**4,912**

↑ 3,384 (1,528)

Text Messages Sent and Received:



**2,916**

↑ 284 (2,632)

Total digital requests submitted to practice:



**5,894**

↑ 538 (5,356)

Appointments - Total:



**5,701 (96.725%)**

↑ 508 (5,193)

Appointments - Seen:



**193 (3.275%)**

↑ 30 (163)

Appointments - DNA: