



2,910

↓ -114 (3,024)

Total number of calls to surgery:



2,457

↓ -172 (2,629)

Number of calls answered within two minutes:



453

↑ 58 (395)

Number of calls abandoned:



16,932

↓ -1,259 (18,191)

Items issued via prescription:



316

↓ -44 (360)

Referrals Made:



163

↓ -36 (199)

Fit Notes Issued:



1,429

↑ 1 (1,428)

Administrative Communications Issued (letters/emails):



1,848

↓ -302 (2,150)

Text Messages Sent and Received:



3,106

↓ -418 (3,524)

Total digital requests submitted to practice:



3,262

↓ -662 (3,924)

Appointments - Total:



2,508 (76.885%)

↓ -617 (3,125)

Appointments - Seen:



754 (23.115%)

↓ -45 (799)

Appointments - DNA: