



**2,723**

↓ -447 (3,170)

Total number of calls to surgery:



**2,415**

↓ -418 (2,833)

Number of calls answered within two minutes:



**308**

↓ -29 (337)

Number of calls abandoned:



**15,877**

↓ -1,950 (17,827)

Items issued via prescription:



**419**

↓ -110 (529)

Referrals Made:



**142**

↓ -31 (173)

Fit Notes Issued:



**636**

↓ -118 (754)

Administrative Communications Issued (letters/emails):



**1,528**

↓ -371 (1,899)

Text Messages Sent and Received:



**2,632**

↓ -323 (2,955)

Total digital requests submitted to practice:



**5,356**

↓ -842 (6,198)

Appointments - Total:



**5,193 (96.957%)**

↓ -810 (6,003)

Appointments - Seen:



**163 (3.043%)**

↓ -32 (195)

Appointments - DNA: