



3,554

↓ -1,227 (4,781)

Total number of calls to surgery:



2,748

↓ -1,035 (3,783)

Number of calls answered within two minutes:



606

↓ -392 (998)

Number of calls abandoned:



16,331

↓ -294 (16,625)

Items issued via prescription:



396

↓ -65 (461)

Referrals Made:



129

↓ -1,603 (1,732)

Fit Notes Issued:



596

↓ -175 (771)

Administrative Communications Issued (letters/emails):



1,391

↓ -322 (1,713)

Text Messages Sent and Received:



2,161

↓ -357 (2,518)

Total digital requests submitted to practice: