



3,831

↓ -452 (4,283)

Total number of calls to surgery:



2,984

↓ -342 (3,326)

Number of calls answered within two minutes:



847

↓ -110 (957)

Number of calls abandoned:



15,918

↓ -1,810 (17,728)

Items issued via prescription:



492

↓ -58 (550)

Referrals Made:



167

↓ -12 (179)

Fit Notes Issued:



712

↑ 203 (509)

Administrative Communications Issued (letters/emails):



1,781

↓ -1,814 (3,595)

Text Messages Sent and Received:



2,963

↓ -323 (3,286)

Total digital requests submitted to practice:



5,981

↓ -245 (6,226)

Appointments - Total:



5,764 (96.372%)

↓ -260 (6,024)

Appointments - Seen:



217 (3.628%)

↑ 15 (202)

Appointments - DNA: