



4,283

↑ 729 (3,554)

Total number of calls to surgery:



3,326

↑ 578 (2,748)

Number of calls answered within two minutes:



957

↑ 351 (606)

Number of calls abandoned:



17,728

↑ 1,397 (16,331)

Items issued via prescription:



550

↑ 154 (396)

Referrals Made:



179

↑ 50 (129)

Fit Notes Issued:



509

↓ -87 (596)

Administrative Communications Issued (letters/emails):



3,595

↑ 2,204 (1,391)

Text Messages Sent and Received:



3,286

↑ 1,125 (2,161)

Total digital requests submitted to practice:



6,226

↑ 1,117 (5,109)

Appointments - Total:



6,024 (96.756%)

↑ 1,109 (4,915)

Appointments - Seen:



202 (3.244%)

↑ 8 (194)

Appointments - DNA: