



**3,170**

↑ 247 (2,923)

Total number of calls to surgery:



**2,833**

↑ 335 (2,498)

Number of calls answered within two minutes:



**337**

↓ -88 (425)

Number of calls abandoned:



**17,827**

↑ 2,167 (15,660)

Items issued via prescription:



**529**

↑ 72 (457)

Referrals Made:



**173**

↑ 7 (166)

Fit Notes Issued:



**754**

↑ 102 (652)

Administrative Communications Issued (letters/emails):



**1,899**

↑ 132 (1,767)

Text Messages Sent and Received:



**2,955**

↑ 306 (2,649)

Total digital requests submitted to practice:



**6,198**

↑ 395 (5,803)

Appointments - Total:



**6,003 (96.854%)**

↑ 383 (5,620)

Appointments - Seen:



**195 (3.146%)**

↑ 12 (183)

Appointments - DNA: