



2,923

↓ -329 (3,252)

Total number of calls to surgery:



2,498

↓ -303 (2,801)

Number of calls answered within two minutes:



425

↓ -26 (451)

Number of calls abandoned:



15,660

↓ -1,860 (17,520)

Items issued via prescription:



457

↓ -48 (505)

Referrals Made:



166

↑ 23 (143)

Fit Notes Issued:



652

↓ -15 (667)

Administrative Communications Issued (letters/emails):



1,767

↓ -31 (1,798)

Text Messages Sent and Received:



2,649

↓ -249 (2,898)

Total digital requests submitted to practice:



5,803

↓ -138 (5,941)

Appointments - Total:



5,620 (96.846%)

↓ -114 (5,734)

Appointments - Seen:



183 (3.154%)

↓ -24 (207)

Appointments - DNA: