



**3,195**

↓ -636 (3,831)

Total number of calls to surgery:



**2,658**

↓ -326 (2,984)

Number of calls answered within two minutes:



**537**

↓ -310 (847)

Number of calls abandoned:



**16,343**

↑ 425 (15,918)

Items issued via prescription:



**497**

↑ 5 (492)

Referrals Made:



**123**

↓ -44 (167)

Fit Notes Issued:



**681**

↓ -31 (712)

Administrative Communications Issued (letters/emails):



**1,708**

↓ -73 (1,781)

Text Messages Sent and Received:



**2,851**

↓ -112 (2,963)

Total digital requests submitted to practice:



**5,830**

↓ -151 (5,981)

Appointments - Total:



**5,647 (96.861%)**

↓ -117 (5,764)

Appointments - Seen:



**183 (3.139%)**

↓ -34 (217)

Appointments - DNA: