



3,024

↑ 310 (2,714)

Total number of calls to surgery:



2,629

↑ 373 (2,256)

Number of calls answered within two minutes:



395

↓ -63 (458)

Number of calls abandoned:



18,191

↑ 2,785 (15,406)

Items issued via prescription:



360

↑ 61 (299)

Referrals Made:



199

↓ -4 (203)

Fit Notes Issued:



1,428

↑ 379 (1,049)

Administrative Communications Issued (letters/emails):



2,150

↓ -93 (2,243)

Text Messages Sent and Received:



3,524

↑ 483 (3,041)

Total digital requests submitted to practice:



3,924

↑ 498 (3,426)

Appointments - Total:



3,125 (79.638%)

↑ 528 (2,597)

Appointments - Seen:



799 (20.362%)

↓ -30 (829)

Appointments - DNA: