





3,252
↓ -542 (3,794)

Total number of calls to surgery:




2,801
↓ -173 (2,974)

Number of calls answered within two minutes:




451
↓ -367 (818)

Number of calls abandoned:




17,520
↑ 142 (17,378)

Items issued via prescription:



505
↑ 37 (468)

Referrals Made:




143
↓ -18 (161)

Fit Notes Issued:




667
↑ 4 (663)

Administrative Communications Issued (letters/emails):




1,798
↓ -12 (1,810)

Text Messages Sent and Received:




2,898
↓ -186 (3,084)

Total digital requests submitted to practice:



5,941
↓ -216 (6,157)

Appointments - Total:



5,734 (96.516%)
↓ -260 (5,994)

Appointments - Seen:



207 (3.484%)
↑ 44 (163)

Appointments - DNA: