



2,719

↓ -191 (2,910)

Total number of calls to surgery:



2,375

↓ -82 (2,457)

Number of calls answered within two minutes:



344

↓ -109 (453)

Number of calls abandoned:



16,834

↓ -98 (16,932)

Items issued via prescription:



320

↑ 4 (316)

Referrals Made:



164

↑ 1 (163)

Fit Notes Issued:



1,374

↓ -55 (1,429)

Administrative Communications Issued (letters/emails):



1,801

↓ -47 (1,848)

Text Messages Sent and Received:



3,050

↓ -56 (3,106)

Total digital requests submitted to practice:



3,061

↓ -201 (3,262)

Appointments - Total:



2,317 (75.694%)

↓ -191 (2,508)

Appointments - Seen:



744 (24.306%)

↓ -10 (754)

Appointments - DNA: