



3,786

↓ -5,345 (9,131)

Total number of calls to surgery:



3,409

↓ -4,706 (8,115)

Number of calls answered within two minutes:



60

↓ -271 (331)

Number of calls abandoned:



15,296

↓ -3,395 (18,691)

Items issued via prescription:



483

↓ -85 (568)

Referrals Made:



130

↓ -57 (187)

Fit Notes Issued:



757

↓ -82 (839)

Administrative Communications Issued (letters/emails):



1,258

↓ -580 (1,838)

Text Messages Sent and Received:



1,515

↓ -343 (1,858)

Total digital requests submitted to practice:



5,260

↓ -1,749 (7,009)

Appointments - Total:



5,108 (97.11%)

↓ -1,683 (6,791)

Appointments - Seen:



152 (2.89%)

↓ -66 (218)

Appointments - DNA: