



7,920

↓ -2,671 (10,591)

Total number of calls to surgery:



6,621

↓ -2,548 (9,169)

Number of calls answered within two minutes:



356

↑ 52 (304)

Number of calls abandoned:



15,868

↓ -1,265 (17,133)

Items issued via prescription:



467

↓ -24 (491)

Referrals Made:



152

↓ -29 (181)

Fit Notes Issued:



754

↓ -91 (845)

Administrative Communications Issued (letters/emails):



1,697

↑ 647 (1,050)

Text Messages Sent and Received:



1,555

↑ 421 (1,134)

Total digital requests submitted to practice:



6,013

↓ -674 (6,687)

Appointments - Total:



5,835 (97.04%)

↓ -635 (6,470)

Appointments - Seen:



178 (2.96%)

↓ -39 (217)

Appointments - DNA: