



10,591

↑ 153 (10,438)

Total number of calls to surgery:



9,169

↑ 83 (9,086)

Number of calls answered within two minutes:



304

↑ 42 (262)

Number of calls abandoned:



17,133

↓ -877 (18,010)

Items issued via prescription:



491

↑ 115 (376)

Referrals Made:



181

↑ 44 (137)

Fit Notes Issued:



845

↑ 212 (633)

Administrative Communications Issued (letters/emails):



1,050

↑ 202 (848)

Text Messages Sent and Received:



1,134

↑ 480 (654)

Total digital requests submitted to practice:



6,687

↑ 377 (6,310)

Appointments - Total:



6,470 (96.755%)

↑ 456 (6,014)

Appointments - Seen:



217 (3.245%)

↓ -79 (296)

Appointments - DNA: