



4,831

↓ -244 (5,075)

Total number of calls to surgery:



3,677

↑ 267 (3,410)

Number of calls answered within two minutes:



1,154

↑ 303 (851)

Number of calls abandoned:



16,481

↑ 4,725 (11,756)

Items issued via prescription:



503

↓ -6 (509)

Referrals Made:



135

↓ -26 (161)

Fit Notes Issued:



907

↓ -88 (995)

Administrative Communications Issued (letters/emails):



1,617

↓ -12 (1,629)

Text Messages Sent and Received:



1,836

↑ 83 (1,753)

Total digital requests submitted to practice:



5,767

↓ -679 (6,446)

Appointments - Total:



5,555 (96.324%)

↓ -715 (6,270)

Appointments - Seen:



212 (3.676%)

↑ 36 (176)

Appointments - DNA: