



5,075

↑ 179 (4,896)

Total number of calls to surgery:



3,410

↓ -255 (3,665)

Number of calls answered within two minutes:



851

↑ 251 (600)

Number of calls abandoned:



11,756

↓ -5,570 (17,326)

Items issued via prescription:



509

↑ 8 (501)

Referrals Made:



161

↑ 34 (127)

Fit Notes Issued:



995

↓ -17 (1,012)

Administrative Communications Issued (letters/emails):



1,629

↑ 194 (1,435)

Text Messages Sent and Received:



1,753

↑ 176 (1,577)

Total digital requests submitted to practice:



6,446

↑ 452 (5,994)

Appointments - Total:



6,270 (97.27%)

↑ 426 (5,844)

Appointments - Seen:



176 (2.73%)

↑ 26 (150)

Appointments - DNA: