



9,131

↑ 1,211 (7,920)

Total number of calls to surgery:



8,115

↑ 1,494 (6,621)

Number of calls answered within two minutes:



331

↓ -25 (356)

Number of calls abandoned:



18,691

↑ 2,823 (15,868)

Items issued via prescription:



568

↑ 101 (467)

Referrals Made:



187

↑ 35 (152)

Fit Notes Issued:



839

↑ 85 (754)

Administrative Communications Issued (letters/emails):



1,838

↑ 141 (1,697)

Text Messages Sent and Received:



1,858

↑ 303 (1,555)

Total digital requests submitted to practice:



7,009

↑ 996 (6,013)

Appointments - Total:



6,791 (96.89%)

↑ 956 (5,835)

Appointments - Seen:



218 (3.11%)

↑ 40 (178)

Appointments - DNA: