



4,896

↑ 1,110 (3,786)

Total number of calls to surgery:



3,665

↑ 256 (3,409)

Number of calls answered within two minutes:



600

↑ 540 (60)

Number of calls abandoned:



17,326

↑ 2,030 (15,296)

Items issued via prescription:



501

↑ 18 (483)

Referrals Made:



127

↓ -3 (130)

Fit Notes Issued:



1,012

↑ 255 (757)

Administrative Communications Issued (letters/emails):



1,435

↑ 177 (1,258)

Text Messages Sent and Received:



1,577

↑ 62 (1,515)

Total digital requests submitted to practice:



5,994

↑ 734 (5,260)

Appointments - Total:



5,844 (97.497%)

↑ 736 (5,108)

Appointments - Seen:



150 (2.503%)

↓ -2 (152)

Appointments - DNA: