



4,781

↓ -1,087 (5,868)

Total number of calls to surgery:



3,783

↓ -524 (4,307)

Number of calls answered within two minutes:



998

↓ -529 (1,527)

Number of calls abandoned:



16,625

↓ -447 (17,072)

Items issued via prescription:



461

↓ -18 (479)

Referrals Made:



1,732

↑ 1,567 (165)

Fit Notes Issued:



771

↓ -21 (792)

Administrative Communications Issued (letters/emails):



1,713

↓ -2,632 (4,345)

Text Messages Sent and Received:



2,518

↑ 593 (1,925)

Total digital requests submitted to practice: