



**5,868**

↑ 730 (5,138)

Total number of calls to surgery:



**4,307**

↑ 552 (3,755)

Number of calls answered within two minutes:



**1,527**

↑ 269 (1,258)

Number of calls abandoned:



**17,072**

↑ 804 (16,268)

Items issued via prescription:



**479**

↑ 20 (459)

Referrals Made:



**165**

↑ 28 (137)

Fit Notes Issued:



**792**

↓ -44 (836)

Administrative Communications Issued (letters/emails):



**4,345**

↓ -293 (4,638)

Text Messages Sent and Received:



**1,925**

↑ 262 (1,663)

Total digital requests submitted to practice: