



5,138

↑ 445 (4,693)

Total number of calls to surgery:



3,755

↑ 27 (3,728)

Number of calls answered within two minutes:



1,258

↑ 293 (965)

Number of calls abandoned:



16,268

↓ -148 (16,416)

Items issued via prescription:



459

↑ 20 (439)

Referrals Made:



137

↑ 19 (118)

Fit Notes Issued:



836

↑ 28 (808)

Administrative Communications Issued (letters/emails):



4,638

↑ 2,925 (1,713)

Text Messages Sent and Received:



1,663

↓ -160 (1,823)

Total digital requests submitted to practice: