



4,160

Total number of calls to surgery:



3,203

Number of calls answered within two minutes:



754

Number of calls abandoned:



3,295

Items issued via prescription:



306

Referrals Made:



178

Fit Notes Issued:



1,139

Administrative Communications Issued (letters/emails):



1,110

Text Messages Sent and Received:



673

Total digital requests submitted to practice:



3,863

↑ 646 (3,217)

Appointments - Total:



3,681 (95.289%)

↑ 571 (3,110)

Appointments - Seen:



182 (4.711%)

↑ 75 (107)

Appointments - DNA: