



3,772

↓ -543 (4,315)

Total number of calls to surgery:



3,131

↓ -321 (3,452)

Number of calls answered within two minutes:



543

↓ -184 (727)

Number of calls abandoned:



3,359

↓ -92 (3,451)

Items issued via prescription:



331

↓ -100 (431)

Referrals Made:



124

↓ -14 (138)

Fit Notes Issued:



1,226

↓ -324 (1,550)

Administrative Communications Issued (letters/emails):



563

↑ 269 (294)

Text Messages Sent and Received:



895

↓ -73 (968)

Total digital requests submitted to practice:



3,231

↓ -337 (3,568)

Appointments - Total:



3,090 (95.636%)

↓ -344 (3,434)

Appointments - Seen:



141 (4.364%)

↑ 7 (134)

Appointments - DNA: