



3,543

↓ -968 (4,511)

Total number of calls to surgery:



2,870

↓ -513 (3,383)

Number of calls answered within two minutes:



594

↓ -486 (1,080)

Number of calls abandoned:



3,402

↑ 56 (3,346)

Items issued via prescription:



324

↓ -51 (375)

Referrals Made:



146

↑ 9 (137)

Fit Notes Issued:



1,249

↓ -26 (1,275)

Administrative Communications Issued (letters/emails):



554

↓ -275 (829)

Text Messages Sent and Received:



834

↓ -54 (888)

Total digital requests submitted to practice:



3,274

↓ -305 (3,579)

Appointments - Total:



3,160 (96.518%)

↓ -278 (3,438)

Appointments - Seen:



114 (3.482%)

↓ -27 (141)

Appointments - DNA: