



4,978

↑ 1,435 (3,543)

Total number of calls to surgery:



3,684

↑ 814 (2,870)

Number of calls answered within two minutes:



1,146

↑ 552 (594)

Number of calls abandoned:



3,449

↑ 47 (3,402)

Items issued via prescription:



361

↑ 37 (324)

Referrals Made:



162

↑ 16 (146)

Fit Notes Issued:



1,453

↑ 204 (1,249)

Administrative Communications Issued (letters/emails):



1,597

↑ 1,043 (554)

Text Messages Sent and Received:



805

↓ -29 (834)

Total digital requests submitted to practice:



4,084

↑ 810 (3,274)

Appointments - Total:



3,967 (97.135%)

↑ 807 (3,160)

Appointments - Seen:



117 (2.865%)

↑ 3 (114)

Appointments - DNA: