



**4,511**

↓ -1,190 (5,701)

Total number of calls to surgery:



**3,383**

↓ -1,178 (4,561)

Number of calls answered within two minutes:



**1,080**

↑ 254 (826)

Number of calls abandoned:



**3,346**

↓ -204 (3,550)

Items issued via prescription:



**375**

↓ -73 (448)

Referrals Made:



**137**

↓ -19 (156)

Fit Notes Issued:



**1,275**

↓ -285 (1,560)

Administrative Communications Issued (letters/emails):



**829**

↑ 109 (720)

Text Messages Sent and Received:



**888**

↓ -39 (927)

Total digital requests submitted to practice:



**3,579**

↓ -676 (4,255)

Appointments - Total:



**3,438 (96.06%)**

↓ -591 (4,029)

Appointments - Seen:



**141 (3.94%)**

↓ -85 (226)

Appointments - DNA: