



4,248

↑ 476 (3,772)

Total number of calls to surgery:



3,398

↑ 267 (3,131)

Number of calls answered within two minutes:



737

↑ 194 (543)

Number of calls abandoned:



3,396

↑ 37 (3,359)

Items issued via prescription:



399

↑ 68 (331)

Referrals Made:



144

↑ 20 (124)

Fit Notes Issued:



1,396

↑ 170 (1,226)

Administrative Communications Issued (letters/emails):



1,762

↑ 1,199 (563)

Text Messages Sent and Received:



905

↑ 10 (895)

Total digital requests submitted to practice:



3,622

↑ 391 (3,231)

Appointments - Total:



3,495 (96.494%)

↑ 405 (3,090)

Appointments - Seen:



127 (3.506%)

↓ -14 (141)

Appointments - DNA: