



4,627

↓ -351 (4,978)

Total number of calls to surgery:



3,008

↓ -676 (3,684)

Number of calls answered within two minutes:



1,471

↑ 325 (1,146)

Number of calls abandoned:



3,282

↓ -167 (3,449)

Items issued via prescription:



391

↑ 30 (361)

Referrals Made:



105

↓ -57 (162)

Fit Notes Issued:



1,412

↓ -41 (1,453)

Administrative Communications Issued (letters/emails):



1,065

↓ -532 (1,597)

Text Messages Sent and Received:



800

↓ -5 (805)

Total digital requests submitted to practice:



3,084

↓ -1,000 (4,084)

Appointments - Total:



2,963 (96.077%)

↓ -1,004 (3,967)

Appointments - Seen:



121 (3.923%)

↑ 4 (117)

Appointments - DNA: