



3,906

↓ -432 (4,338)

Total number of calls to surgery:



3,242

↓ -272 (3,514)

Number of calls answered within two minutes:



587

↓ -118 (705)

Number of calls abandoned:



3,274

↓ -16 (3,290)

Items issued via prescription:



406

↓ -14 (420)

Referrals Made:



98

↓ -25 (123)

Fit Notes Issued:



1,488

↓ -41 (1,529)

Administrative Communications Issued (letters/emails):



372

↓ -196 (568)

Text Messages Sent and Received:



932

↑ 84 (848)

Total digital requests submitted to practice:



3,213

↓ -409 (3,622)

Appointments - Total:



3,114 (96.919%)

↓ -366 (3,480)



99 (3.081%)

↓ -43 (1,420)