



3,814
↑ 18 (3,796)

Total number of calls to surgery:



3,280
↓ -98 (3,378)

Number of calls answered within two minutes:



455
↑ 92 (363)

Number of calls abandoned:



3,158
↑ 131 (3,027)

Items issued via prescription:



324
↓ -21 (345)

Referrals Made:



117
↓ -2 (119)

Fit Notes Issued:



1,126
↓ -15 (1,141)

Administrative Communications Issued (letters/emails):



814
↓ -238 (1,052)

Text Messages Sent and Received:



1,235
↑ 123 (1,112)

Total digital requests submitted to practice:



3,872
↑ 193 (3,679)

Appointments - Total:



3,753 (96.927%)
↑ 204 (3,549)



119 (3.073%)
↓ -11 (130)