



4,085

↑ 271 (3,814)

Total number of calls to surgery:



3,636

↑ 356 (3,280)

Number of calls answered within two minutes:



420

↓ -35 (455)

Number of calls abandoned:



3,032

↓ -126 (3,158)

Items issued via prescription:



378

↑ 54 (324)

Referrals Made:



128

↑ 11 (117)

Fit Notes Issued:



942

↓ -184 (1,126)

Administrative Communications Issued (letters/emails):



792

↓ -22 (814)

Text Messages Sent and Received:



1,325

↑ 90 (1,235)

Total digital requests submitted to practice:



3,787

↓ -85 (3,872)

Appointments - Total:



3,682 (97.227%)

↓ -71 (3,753)



105 (2.773%)

↓ -14 (119)