



**4,005**

↑ 168 (3,837)

Total number of calls to surgery:



**3,564**

↑ 341 (3,223)

Number of calls answered within two minutes:



**388**

↓ -186 (574)

Number of calls abandoned:



**3,362**

↑ 58 (3,304)

Items issued via prescription:



**399**

= 0 (399)

Referrals Made:



**123**

↓ -6 (129)

Fit Notes Issued:



**1,437**

↑ 27 (1,410)

Administrative Communications Issued (letters/emails):



**456**

↑ 154 (302)

Text Messages Sent and Received:



**1,016**

↑ 204 (812)

Total digital requests submitted to practice:



**3,658**

↑ 672 (2,986)

Appointments - Total:



**3,552 (97.102%)**

↑ 643 (2,909)



**106 (2.898%)**

↑ 29 (177)