



3,837

↓ -144 (3,981)

Total number of calls to surgery:



3,223

↓ -41 (3,264)

Number of calls answered within two minutes:



574

↓ -96 (670)

Number of calls abandoned:



3,304

↑ 111 (3,193)

Items issued via prescription:



399

↑ 49 (350)

Referrals Made:



129

↑ 24 (105)

Fit Notes Issued:



1,410

↑ 3 (1,407)

Administrative Communications Issued (letters/emails):



302

↑ 25 (277)

Text Messages Sent and Received:



812

↓ -38 (850)

Total digital requests submitted to practice:



2,986

↓ -203 (3,189)

Appointments - Total:



2,909 (97.421%)

↓ -186 (3,095)



77 (2.579%)

↓ -17 (891)