



**4,338**  
↓ -289 (4,627)

Total number of calls to surgery:



**3,514**  
↑ 506 (3,008)

Number of calls answered within two minutes:



**705**  
↓ -766 (1,471)

Number of calls abandoned:



**3,290**  
↑ 8 (3,282)

Items issued via prescription:



**420**  
↑ 29 (391)

Referrals Made:



**123**  
↑ 18 (105)

Fit Notes Issued:



**1,529**  
↑ 117 (1,412)

Administrative Communications Issued (letters/emails):



**568**  
↓ -497 (1,065)

Text Messages Sent and Received:



**848**  
↑ 48 (800)

Total digital requests submitted to practice:



**3,622**  
↑ 538 (3,084)

Appointments - Total:



**3,480 (96.08%)**  
↑ 517 (2,963)



**142 (3.92%)**  
↑ 21 (121)