



**3,981**

↑ 75 (3,906)

Total number of calls to surgery:



**3,264**

↑ 22 (3,242)

Number of calls answered within two minutes:



**670**

↑ 83 (587)

Number of calls abandoned:



**3,193**

↓ -81 (3,274)

Items issued via prescription:



**350**

↓ -56 (406)

Referrals Made:



**105**

↑ 7 (98)

Fit Notes Issued:



**1,407**

↓ -81 (1,488)

Administrative Communications Issued (letters/emails):



**277**

↓ -95 (372)

Text Messages Sent and Received:



**850**

↓ -82 (932)

Total digital requests submitted to practice:



**3,189**

↓ -24 (3,213)

Appointments - Total:



**3,095 (97.052%)**

↓ -19 (3,114)



**94 (2.948%)**

↓ -5 (99)