



3,796
↓ -522 (4,318)

Total number of calls to surgery:



3,378
↓ -379 (3,757)

Number of calls answered within two minutes:



363
↓ -128 (491)

Number of calls abandoned:



3,027
↓ -126 (3,153)

Items issued via prescription:



345
↑ 14 (331)

Referrals Made:



119
↓ -13 (132)

Fit Notes Issued:



1,141
↓ -49 (1,190)

Administrative Communications Issued (letters/emails):



1,052
↑ 345 (707)

Text Messages Sent and Received:



1,112
↑ 79 (1,033)

Total digital requests submitted to practice:



3,679
↓ -898 (4,577)

Appointments - Total:



3,549 (96.466%)
↓ -710 (4,259)



130 (3.534%)
↓ -188 (318)