



4,318

↑ 136 (4,182)

Total number of calls to surgery:



3,757

↑ 160 (3,597)

Number of calls answered within two minutes:



491

↓ -2 (493)

Number of calls abandoned:



3,153

↑ 55 (3,098)

Items issued via prescription:



331

↓ -19 (350)

Referrals Made:



132

↓ -15 (147)

Fit Notes Issued:



1,190

↓ -164 (1,354)

Administrative Communications Issued (letters/emails):



707

↓ -256 (963)

Text Messages Sent and Received:



1,033

↓ -26 (1,059)

Total digital requests submitted to practice:



4,577

↑ 762 (3,815)

Appointments - Total:



4,259 (93.052%)

↑ 592 (3,667)



318 (6.948%)

↑ 170 (148)