



4,182
↓ -905 (5,087)

Total number of calls to surgery:



3,597
↓ -829 (4,426)

Number of calls answered within two minutes:



493
↑ 10 (483)

Number of calls abandoned:



3,098
↓ -55 (3,153)

Items issued via prescription:



350
↓ -7 (357)

Referrals Made:



147
↑ 19 (128)

Fit Notes Issued:



1,354
↑ 76 (1,278)

Administrative Communications Issued (letters/emails):



963
↓ -1,156 (2,119)

Text Messages Sent and Received:



1,059
↑ 115 (944)

Total digital requests submitted to practice:



3,815
↑ 760 (3,055)

Appointments - Total:



3,667 (96.121%)
↑ 680 (2,987)



148 (3.879%)
↑ 71 (77)