



4,192

↑ 8 (4,184)

Total number of calls to surgery:



3,584

↓ -227 (3,811)

Number of calls answered within two minutes:



569

↑ 223 (346)

Number of calls abandoned:



2,832

↓ -176 (3,008)

Items issued via prescription:



395

↓ -38 (433)

Referrals Made:



129

↑ 9 (120)

Fit Notes Issued:



1,298

↑ 237 (1,061)

Administrative Communications Issued (letters/emails):



702

↓ -13 (715)

Text Messages Sent and Received:



1,202

↑ 41 (1,161)

Total digital requests submitted to practice:



3,106

↓ -171 (3,277)

Appointments - Total:



3,004 (96.716%)

↓ -171 (3,175)



102 (3.284%)

↓ 0 (102)