

**5,073**

↑ 988 (4,085)

Total number of calls to surgery:

**4,414**

↑ 778 (3,636)

Number of calls answered within two minutes:

**471**

↑ 51 (420)

Number of calls abandoned:

**2,848**

↓ -184 (3,032)

Items issued via prescription:

**400**

↑ 22 (378)

Referrals Made:

**114**

↓ -14 (128)

Fit Notes Issued:

**931**

↓ -11 (942)

Administrative Communications Issued (letters/emails):

**621**

↓ -171 (792)

Text Messages Sent and Received:

**1,267**

↓ -58 (1,325)

Total digital requests submitted to practice:

**3,182**

↓ -605 (3,787)

Appointments - Total:

**3,078 (96.732%)**

↓ -604 (3,682)

**104 (3.268%)**

↓ -1 (105)