



4,184

↓ -889 (5,073)

Total number of calls to surgery:



3,811

↓ -603 (4,414)

Number of calls answered within two minutes:



346

↓ -125 (471)

Number of calls abandoned:



3,008

↑ 160 (2,848)

Items issued via prescription:



433

↑ 33 (400)

Referrals Made:



120

↑ 6 (114)

Fit Notes Issued:



1,061

↑ 130 (931)

Administrative Communications Issued (letters/emails):



715

↑ 94 (621)

Text Messages Sent and Received:



1,161

↓ -106 (1,267)

Total digital requests submitted to practice:



3,277

↑ 95 (3,182)

Appointments - Total:



3,175 (96.887%)

↑ 97 (3,078)



102 (3.113%)

↓ -2 (104)