



3,723

↓ -469 (4,192)

Total number of calls to surgery:



3,424

↓ -160 (3,584)

Number of calls answered within two minutes:



280

↓ -289 (569)

Number of calls abandoned:



2,878

↑ 46 (2,832)

Items issued via prescription:



405

↑ 10 (395)

Referrals Made:



132

↑ 3 (129)

Fit Notes Issued:



1,415

↑ 117 (1,298)

Administrative Communications Issued (letters/emails):



488

↓ -214 (702)

Text Messages Sent and Received:



1,113

↓ -89 (1,202)

Total digital requests submitted to practice:



2,993

↓ -113 (3,106)

Appointments - Total:



2,882 (96.291%)

↓ -122 (3,004)



111 (3.709%)

↑ 9 (102)