



3,549

↓ -717 (4,266)

Total number of calls to surgery:



1,875

↓ -35 (1,910)

Number of calls answered within two minutes:



559

↓ -294 (853)

Number of calls abandoned:



3,929

↓ -256 (4,185)

Items issued via prescription:



402

↓ -45 (447)

Referrals Made:



112

↓ -22 (134)

Fit Notes Issued:



1,161

↓ -403 (1,564)

Administrative Communications Issued (letters/emails):



1,811

↓ -257 (2,068)

Text Messages Sent and Received:



2,694

↓ -325 (3,019)

Total digital requests submitted to practice:



2,339

↓ -223 (2,562)

Appointments - Total:



2,231 (95.383%)

↓ -197 (2,428)

Appointments - Seen:



108 (4.617%)

↓ -26 (134)

Appointments - DNA: