



4,266

↓ -264 (4,530)

Total number of calls to surgery:



1,910

↑ 176 (1,734)

Number of calls answered within two minutes:



853

↓ -230 (1,083)

Number of calls abandoned:



4,185

↑ 35 (4,150)

Items issued via prescription:



447

↑ 155 (292)

Referrals Made:



134

↑ 23 (111)

Fit Notes Issued:



1,564

↑ 315 (1,249)

Administrative Communications Issued (letters/emails):



2,068

↑ 639 (1,429)

Text Messages Sent and Received:



3,019

↑ 1,097 (1,922)

Total digital requests submitted to practice:



2,562

↑ 529 (2,033)

Appointments - Total:



2,428 (94.77%)

↑ 540 (1,888)

Appointments - Seen:



134 (5.23%)

↓ -11 (145)

Appointments - DNA: