



4,292

↑ 743 (3,549)

Total number of calls to surgery:



2,374

↑ 499 (1,875)

Number of calls answered within two minutes:



621

↑ 62 (559)

Number of calls abandoned:



2,438 (94.131%)

↑ 207 (2,231)

Appointments - Seen:



152 (5.869%)

↑ 44 (108)

Appointments - DNA:



4,149

↑ 220 (3,929)

Items issued via prescription:



542

↑ 140 (402)

Referrals Made:



1,296

↑ 135 (1,161)

Administrative Communications Issued (letters/emails):



2,334

↑ 523 (1,811)

Text Messages Sent and Received:



3,177

↑ 483 (2,694)

Total digital requests submitted to practice:



2,590

↑ 251 (2,339)

Appointments - Total:



134

↑ 22 (112)

Fit Notes Issued: