



4,016

↑ 239 (3,777)

Total number of calls to surgery:



1,552

↑ 70 (1,482)

Number of calls answered within two minutes:



838

↓ -13 (851)

Number of calls abandoned:



1,965

↓ -71 (2,036)

Text Messages Sent and Received:



2,975

↑ 154 (2,821)

Total digital requests submitted to practice:



2,534

↑ 2 (2,532)

Appointments - Total:



1,531

↑ 62 (1,469)

Administrative Communications Issued (letters/emails):



141 (5.564%)

↓ -3 (144)

Appointments - DNA:



4,204

↑ 23 (4,181)

Items issued via prescription:



516

↑ 75 (441)

Referrals Made:



2,393 (94.436%)

↑ 5 (2,388)

Appointments - Seen:



108

↑ 1 (107)

Fit Notes Issued: