




 **3,930**
↑ 376 (3,554)
Total number of calls to surgery:


 **1,587**
↓ -278 (1,865)
Number of calls answered within two minutes:


 **811**
↑ 331 (480)
Number of calls abandoned:


 **25,827**
↑ 109 (25,718)
Items issued via prescription:


 **685**
↑ 180 (505)
Referrals Made:


 **94**
↓ -10 (104)
Fit Notes Issued:


 **1,144**
↓ -515 (1,659)
Administrative Communications Issued (letters/emails):

 **1,753**
↑ 19 (1,734)
Text Messages Sent and Received:

 **2,826**
↑ 86 (2,740)
Total digital requests submitted to practice:

 **2,415**
↓ -51 (2,466)
Appointments - Total:

 **2,294 (94.99%)**
↓ -32 (2,326)
Appointments - Seen:

 **121 (5.01%)**
↓ -19 (140)
Appointments - DNA: