



4,886

↓ -756 (5,642)

Total number of calls to surgery:



4,758

↓ -823 (5,581)

Number of calls answered within two minutes:



34

↓ -27 (61)

Number of calls abandoned:



4,285

↓ -304 (4,589)

Items issued via prescription:



262

↓ -49 (311)

Referrals Made:



151

↓ -9 (160)

Fit Notes Issued:



295

↑ 8 (287)

Administrative Communications Issued (letters/emails):



3,060

↑ 1,432 (1,628)

Text Messages Sent and Received:



89

↓ -88 (177)

Total digital requests submitted to practice:



5,626

↓ -303 (5,929)

Appointments - Total:



5,334 (94.81%)

↓ -265 (5,599)

Appointments - Seen:



292 (5.19%)

↓ -38 (330)

Appointments - DNA: