



4,473

↓ -943 (5,416)

Total number of calls to surgery:



2,328

↓ -198 (2,526)

Number of calls answered within two minutes:



1,546

↓ -343 (1,889)

Number of calls abandoned:



13,408

↑ 551 (12,857)

Items issued via prescription:



44

↑ 5 (39)

Referrals Made:



150

↓ -22 (172)

Fit Notes Issued:



817

↑ 97 (720)

Administrative Communications Issued (letters/emails):



422

↓ -242 (664)

Text Messages Sent and Received:



342

↓ -93 (435)

Total digital requests submitted to practice:



2,903

↓ -233 (3,136)

Appointments - Total:



2,610 (89.907%)

↓ -124 (2,734)

Appointments - Seen:



293 (10.093%)

↓ -109 (402)

Appointments - DNA: