



4,091

↓ -760 (4,851)

Total number of calls to surgery:



1,725

↓ -367 (2,092)

Number of calls answered within two minutes:



1,465

↓ -257 (1,722)

Number of calls abandoned:



12,069

↓ -2,312 (14,381)

Items issued via prescription:



137

↑ 60 (77)

Referrals Made:



89

↓ -19 (108)

Fit Notes Issued:



267

↓ -179 (446)

Administrative Communications Issued (letters/emails):



258

↑ 108 (150)

Text Messages Sent and Received:



393

↓ -35 (428)

Total digital requests submitted to practice:



2,788

↑ 501 (2,287)

Appointments - Total:



2,141 (76.793%)

↑ 259 (1,882)

Appointments - Seen:



647 (23.207%)

↑ 242 (405)

Appointments - DNA: