



4,923

↑ 214 (4,709)

Total number of calls to surgery:



2,083

↓ -143 (2,226)

Number of calls answered within two minutes:



1,789

↑ 193 (1,596)

Number of calls abandoned:



12,397

↓ -453 (12,850)

Items issued via prescription:



54

↓ -12 (66)

Referrals Made:



133

↑ 7 (126)

Fit Notes Issued:



875

↑ 202 (673)

Administrative Communications Issued (letters/emails):



483

↑ 150 (333)

Text Messages Sent and Received:



307

↓ -65 (372)

Total digital requests submitted to practice:



3,125

↓ -32 (3,157)

Appointments - Total:



2,780 (88.96%)

↑ 18 (2,762)

Appointments - Seen:



345 (11.04%)

↓ -50 (395)

Appointments - DNA: