



4,709

↑ 236 (4,473)

Total number of calls to surgery:



2,226

↓ -102 (2,328)

Number of calls answered within two minutes:



1,596

↑ 50 (1,546)

Number of calls abandoned:



12,850

↓ -558 (13,408)

Items issued via prescription:



66

↑ 22 (44)

Referrals Made:



126

↓ -24 (150)

Fit Notes Issued:



673

↓ -144 (817)

Administrative Communications (letters/email):



333

↓ -89 (422)

Text Messages Sent and Received:



372

↑ 30 (342)

Total Digital Requests submitted to reception:



3,157

↑ 254 (2,903)

Appointments - Total:



2,762 (87.488%)

↑ 152 (2,610)

Appointments - Seen:



395 (12.512%)

↑ 102 (293)

Appointments - DNA: