



3,970

= 0 (3,970)

Total number of calls to surgery:



2,335

= 0 (2,335)

Number of calls answered within two minutes:



1,198

= 0 (1,198)

Number of calls abandoned:



14,532

= 0 (14,532)

Items issued via prescription:



156

= 0 (156)

Referrals Made:



118

= 0 (118)

Fit Notes Issued:



364

= 0 (364)

Administrative Communications Issued (letters/emails):



251

= 0 (251)

Text Messages Sent and Received:



424

= 0 (424)

Total digital requests submitted to practice:



3,033

↓ -43 (3,076)

Appointments - Total:



2,465 (81.273%)

↓ -73 (2,538)

Appointments - Seen:



568 (18.727%)

↑ 30 (538)

Appointments - DNA: