



3,970

↓ -808 (4,778)

Total number of calls to surgery:



2,335

↑ 46 (2,289)

Number of calls answered within two minutes:



1,198

↓ -461 (1,659)

Number of calls abandoned:



14,532

↑ 608 (13,924)

Items issued via prescription:



156

↑ 15 (141)

Referrals Made:



118

↓ -13 (131)

Fit Notes Issued:



364

↓ -12 (376)

Administrative Communications Issued (letters/emails):



251

↓ -178 (429)

Text Messages Sent and Received:



424

↑ 16 (408)

Total digital requests submitted to practice:



3,076

↓ -784 (3,860)

Appointments - Total:



2,538 (82.51%)

↓ -549 (3,087)

Appointments - Seen:



538 (17.49%)

↓ -235 (773)

Appointments - DNA: