



4,778

↓ -669 (5,447)

Total number of calls to surgery:



2,289

↑ 183 (2,106)

Number of calls answered within two minutes:



1,659

↓ -386 (2,045)

Number of calls abandoned:



13,924

↓ -97 (14,021)

Items issued via prescription:



141

↓ -17 (158)

Referrals Made:



131

↑ 21 (110)

Fit Notes Issued:



376

↑ 70 (306)

Administrative Communications Issued (letters/emails):



429

↓ -1,223 (1,652)

Text Messages Sent and Received:



408

↓ -87 (495)

Total digital requests submitted to practice:



3,860

↑ 685 (3,175)

Appointments - Total:



3,087 (79.974%)

↑ 611 (2,476)

Appointments - Seen:



773 (20.026%)

↑ 74 (699)

Appointments - DNA: