



6,037

↓ -1,066 (7,103)

Total number of calls to surgery:



3,744

↓ -800 (4,544)

Number of calls answered within two minutes:



531

↑ 14 (517)

Number of calls abandoned:



23,462

↓ -2,466 (25,928)

Items issued via prescription:



333

↓ -140 (473)

Referrals Made:



149

↑ 9 (140)

Med3s Issued:



392

↓ -27 (419)

Administrative Communications Issued (letters/emails):



7

↓ -313 (320)

Text Messages Sent and Received:



1,299

↓ -48 (1,347)

Total digital requests submitted to practice:



5,747

↓ -1,410 (7,157)

Appointments - Total:



5,583 (97.1%)

↓ -1,384 (6,967)

Appointments - Seen:



164 (2.9%)

↓ -26 (190)

Appointments - DNA: