



**5,985**  
↓ -273 (6,258)

Total number of calls to surgery:




**3,787**  
↓ -367 (4,154)

Number of calls answered within two minutes:




**482**  
↑ 74 (408)

Number of calls abandoned:




**22,705**  
↓ -3,151 (25,856)

Items issued via prescription:



**516**  
↑ 14 (502)

Referrals Made:




**157**  
↓ -45 (202)

Fit Notes Issued:




**471**  
↑ 61 (410)

Administrative Communications Issued (letters/emails):




**2**  
↓ -1,737 (1,739)

Text Messages Sent and Received:




**1,393**  
↓ -58 (1,451)

Total digital requests submitted to practice:




**6,558**  
↓ -694 (7,252)

Appointments - Total:



**6,379 (97.271%)**  
↓ -676 (7,055)

Appointments - Seen:



**179 (2.729%)**  
↓ -18 (197)

Appointments - DNA: