





6,636
↓ -48 (6,684)

Total number of calls to surgery:




4,182
↑ 238 (3,944)

Number of calls answered within two minutes:




486
↓ -131 (617)

Number of calls abandoned:




24,589
↑ 661 (23,928)

Items issued via prescription:



524
↑ 8 (516)

Referrals Made:



174
↓ -3 (177)

Fit Notes Issued:




567
↑ 173 (394)

Administrative Communications Issued (letters/emails):




1,358
↓ -958 (2,316)

Text Messages Sent and Received:



1,405
↑ 11 (1,394)

Total digital requests submitted to practice:



7,527
↑ 1,024 (6,503)

Appointments - Total:



7,361 (97.795%)
↑ 1,028 (6,333)

Appointments - Seen:



166 (2.205%)
↓ -4 (170)

Appointments - DNA: