



**6,022**  
↓ -534 (6,556)

Total number of calls to surgery:




**3,861**  
↓ -309 (4,170)

Number of calls answered within two minutes:




**344**  
↓ -79 (423)

Number of calls abandoned:




**24,441**  
↓ -1,148 (25,589)

Items issued via prescription:




**498**  
↑ 26 (472)

Referrals Made:



**186**  
↓ -6 (192)

Fit Notes Issued:




**494**  
↑ 56 (438)

Administrative Communications Issued (letters/emails):




**282**  
↓ -313 (595)

Text Messages Sent and Received:



**1,552**  
↓ -62 (1,614)

Total digital requests submitted to practice:




**7,375**  
↓ -339 (7,714)

Appointments - Total:



**7,179 (97.342%)**  
↓ -336 (7,515)

Appointments - Seen:



**196 (2.658%)**  
↓ -3 (199)

Appointments - DNA: