




6,556
↑ 474 (6,082)

Total number of calls to surgery:




4,170
↑ 572 (3,598)

Number of calls answered within two minutes:



423
↓ -37 (460)

Number of calls abandoned:



25,589
↑ 1,837 (23,752)

Items issued via prescription:



472
↑ 36 (436)

Referrals Made:



192
↑ 14 (178)

Fit Notes Issued:




438
↑ 136 (302)

Administrative Communications Issued (letters/emails):




595
↑ 590 (5)

Text Messages Sent and Received:




1,614
↑ 220 (1,394)

Total digital requests submitted to practice:




7,714
↑ 987 (6,727)

Appointments - Total:



7,515 (97.42%)
↑ 945 (6,570)

Appointments - Seen:



199 (2.58%)
↑ 42 (157)

Appointments - DNA: