



5,664

↓ -541 (6,205)

Total number of calls to surgery:



3,911

↓ -135 (4,046)

Number of calls answered within two minutes:



306

↓ -35 (341)

Number of calls abandoned:



23,877

↓ -2,773 (26,650)

Items issued via prescription:



366

↓ -137 (503)

Referrals Made:



135

↓ -36 (171)

Fit Notes Issued:



395

↓ -21 (416)

Administrative Communications Issued (letters/emails):



3

↓ -18 (21)

Text Messages Sent and Received:



1,424

↓ -186 (1,610)

Total digital requests submitted to practice:



6,347

↓ -699 (7,046)

Appointments - Total:



6,198 (97.652%)

↓ -747 (6,945)

Appointments - Seen:



149 (2.348%)

↑ 48 (101)

Appointments - DNA: