



5,038
↓ -1,170 (6,208)

Total number of calls to surgery:



533
↓ -3,044 (3,577)

Number of calls answered within two minutes:



3,244
↑ 2,456 (788)

Number of calls abandoned:



22,672
↓ -3,239 (25,911)

Items issued via prescription:



522
↓ -134 (656)

Referrals Made:



155
↑ 1 (154)

Fit Notes Issued:



383
↓ -178 (561)

Administrative Communications Issued (letters/emails):



343
↓ -2,090 (2,433)

Text Messages Sent and Received:



1,259
↓ -57 (1,316)

Total digital requests submitted to practice:



5,638
↓ -613 (6,251)

Appointments - Total:



5,339 (94.697%)
↓ -583 (5,922)

Appointments - Seen:



299 (5.303%)
↓ -30 (329)

Appointments - DNA: