



6,063

↑ 688 (5,375)

Total number of calls to surgery:



3,530

↑ 2,848 (682)

Number of calls answered within two minutes:



795

↓ -2,302 (3,097)

Number of calls abandoned:



26,831

↑ 4,364 (22,467)

Items issued via prescription:



557

↑ 94 (463)

Referrals Made:



174

↑ 41 (133)

Fit Notes Issued:



430

↓ -30 (460)

Administrative Communications Issued (letters/emails):



271

↓ -1,695 (1,966)

Text Messages Sent and Received:



1,268

↑ 86 (1,182)

Total digital requests submitted to practice:



5,766

↑ 484 (5,282)

Appointments - Total:



5,328 (92.404%)

↑ 489 (4,839)

Appointments - Seen:



438 (7.596%)

↓ -5 (443)

Appointments - DNA: