



5,182

↓ -881 (6,063)

Total number of calls to surgery:



3,151

↓ -379 (3,530)

Number of calls answered within two minutes:



616

↓ -179 (795)

Number of calls abandoned:



24,224

↓ -2,607 (26,831)

Items issued via prescription:



505

↓ -52 (557)

Referrals Made:



163

↓ -11 (174)

Fit Notes Issued:



426

↓ -4 (430)

Administrative Communications Issued (letters/emails):



193

↓ -78 (271)

Text Messages Sent and Received:



1,278

↑ 10 (1,268)

Total digital requests submitted to practice:



5,882

↑ 116 (5,766)

Appointments - Total:



5,374 (91.363%)

↑ 46 (5,328)

Appointments - Seen:



508 (8.637%)

↑ 70 (438)

Appointments - DNA: