



5,018

↓ -164 (5,182)

Total number of calls to surgery:



2,973

↓ -178 (3,151)

Number of calls answered within two minutes:



581

↓ -35 (616)

Number of calls abandoned:



22,814

↓ -1,410 (24,224)

Items issued via prescription:



478

↓ -27 (505)

Referrals Made:



165

↑ 2 (163)

Fit Notes Issued:



377

↓ -49 (426)

Administrative Communications Issued (letters/emails):



196

↑ 3 (193)

Text Messages Sent and Received:



1,338

↑ 60 (1,278)

Total digital requests submitted to practice:



4,887

↓ -995 (5,882)

Appointments - Total:



4,478 (91.631%)

↓ -896 (5,374)

Appointments - Seen:



409 (8.369%)

↓ -99 (508)

Appointments - DNA: