



6,099

↑ 399 (5,700)

Total number of calls to surgery:



4,172

↑ 613 (3,559)

Number of calls answered within two minutes:



305

↓ -83 (388)

Number of calls abandoned:



25,919

↑ 2,622 (23,297)

Items issued via prescription:



529

↑ 29 (500)

Referrals Made:



177

↑ 20 (157)

Fit Notes Issued:



494

↑ 73 (421)

Administrative Communications Issued (letters/emails):



3

↓ -2 (5)

Text Messages Sent and Received:



1,611

↑ 117 (1,494)

Total digital requests submitted to practice:



7,029

↑ 532 (6,497)

Appointments - Total:



6,889 (98.008%)

↑ 546 (6,343)

Appointments - Seen:



140 (1.992%)

↓ -14 (154)

Appointments - DNA: