




6,203
↓ -94 (6,297)

Total number of calls to surgery:



3,627
↓ -25 (3,652)

Number of calls answered within two minutes:



536
↑ 35 (501)

Number of calls abandoned:



23,179
↓ -3,097 (26,276)

Items issued via prescription:




423
↓ -145 (568)

Referrals Made:



174
↓ -46 (220)

Fit Notes Issued:




444
↑ 70 (374)

Administrative Communications Issued (letters/emails):




3
↓ -1,503 (1,506)

Text Messages Sent and Received:




1,506
↓ -231 (1,737)

Total digital requests submitted to practice:




6,737
↓ -830 (7,567)

Appointments - Total:



6,579 (97.655%)
↓ -784 (7,363)

Appointments - Seen:



158 (2.345%)
↓ -46 (204)

Appointments - DNA: