



6,258

↑ 463 (5,795)

Total number of calls to surgery:



4,154

↑ 589 (3,565)

Number of calls answered within two minutes:



408

↑ 15 (393)

Number of calls abandoned:



25,856

↑ 757 (25,099)

Items issued via prescription:



502

↑ 89 (413)

Referrals Made:



202

↑ 61 (141)

Fit Notes Issued:



410

↑ 101 (309)

Administrative Communications Issued (letters/emails):



1,739

↑ 1,437 (302)

Text Messages Sent and Received:



1,451

↑ 216 (1,235)

Total digital requests submitted to practice:



7,252

↑ 261 (6,991)

Appointments - Total:



7,055 (97.284%)

↑ 241 (6,814)

Appointments - Seen:



197 (2.716%)

↑ 20 (177)

Appointments - DNA: