



6,897
↑ 912 (5,985)

Total number of calls to surgery:




3,882
↑ 95 (3,787)

Number of calls answered within two minutes:




635
↑ 153 (482)

Number of calls abandoned:




25,717
↑ 3,012 (22,705)

Items issued via prescription:



611
↑ 95 (516)

Referrals Made:




184
↑ 27 (157)

Fit Notes Issued:



508
↑ 37 (471)

Administrative Communications Issued (letters/emails):




3
↑ 1 (2)

Text Messages Sent and Received:




1,399
↑ 6 (1,393)

Total digital requests submitted to practice:




7,611
↑ 1,053 (6,558)

Appointments - Total:



7,345 (96.505%)
↑ 966 (6,379)

Appointments - Seen:



266 (3.495%)
↑ 87 (179)

Appointments - DNA: