



6,944

↑ 345 (6,599)

Total number of calls to surgery:



4,446

↑ 196 (4,250)

Number of calls answered within two minutes:



500

↑ 61 (439)

Number of calls abandoned:



24,743

↑ 85 (24,658)

Items issued via prescription:



522

↑ 8 (514)

Referrals Made:



164

↓ -9 (173)

Med3s Issued:



516

↑ 74 (442)

Administrative Communications Issued (letters/emails):



5

↑ 1 (4)

Text Messages Sent and Received:



1,471

↓ -3 (1,474)

Total digital requests submitted to practice:



6,974

↓ -67 (7,041)

Appointments - Total:



6,765 (97%)

↓ -103 (6,868)

Appointments - Seen:



209 (3%)

↑ 36 (173)

Appointments - DNA: