


5,521
↓ -688 (6,209)

Total number of calls to surgery:




3,641
↓ -522 (4,163)

Number of calls answered within two minutes:




320
↓ -26 (346)

Number of calls abandoned:




22,450
↓ -2,836 (25,286)

Items issued via prescription:




442
↓ -16 (458)

Referrals Made:



143
↓ -29 (172)

Fit Notes Issued:




367
↓ -82 (449)

Administrative Communications Issued (letters/emails):




67
↑ 64 (3)

Text Messages Sent and Received:




1,532
↓ -66 (1,598)

Total digital requests submitted to practice:




6,731
↓ -205 (6,936)

Appointments - Total:



6,610 (98.202%)
↓ -166 (6,776)

Appointments - Seen:



121 (1.798%)
↓ -39 (160)

Appointments - DNA: