




6,205
↑ 684 (5,521)

Total number of calls to surgery:




4,046
↑ 405 (3,641)

Number of calls answered within two minutes:




341
↑ 21 (320)

Number of calls abandoned:



26,650
↑ 4,200 (22,450)

Items issued via prescription:




503
↑ 61 (442)

Referrals Made:



171
↑ 28 (143)

Fit Notes Issued:




416
↑ 49 (367)

Administrative Communications Issued (letters/emails):



21
↓ -46 (67)

Text Messages Sent and Received:



1,610
↑ 78 (1,532)

Total digital requests submitted to practice:



7,046
↑ 315 (6,731)

Appointments - Total:



6,945 (98.567%)
↑ 335 (6,610)

Appointments - Seen:



101 (1.433%)
↓ -20 (121)

Appointments - DNA: