


**5,749**  
↑ 85 (5,664)

Total number of calls to surgery:




**3,534**  
↓ -377 (3,911)

Number of calls answered within two minutes:




**395**  
↑ 89 (306)

Number of calls abandoned:




**24,910**  
↑ 1,033 (23,877)

Items issued via prescription:




**470**  
↑ 104 (366)

Referrals Made:



**173**  
↑ 38 (135)

Fit Notes Issued:




**382**  
↓ -13 (395)

Administrative Communications Issued (letters/emails):



**15**  
↑ 12 (3)

Text Messages Sent and Received:



**1,499**  
↑ 75 (1,424)

Total digital requests submitted to practice:



**6,608**  
↑ 261 (6,347)

Appointments - Total:



**6,439 (97.442%)**  
↑ 241 (6,198)

Appointments - Seen:



**169 (2.558%)**  
↑ 20 (149)

Appointments - DNA: