



**5,992**  
↑ 243 (5,749)

Total number of calls to surgery:




**3,979**  
↑ 445 (3,534)

Number of calls answered within two minutes:




**308**  
↓ -87 (395)

Number of calls abandoned:




**26,391**  
↑ 1,481 (24,910)

Items issued via prescription:




**547**  
↑ 77 (470)

Referrals Made:



**156**  
↓ -17 (173)

Fit Notes Issued:




**413**  
↑ 31 (382)

Administrative Communications Issued (letters/emails):




**237**  
↑ 222 (15)

Text Messages Sent and Received:




**1,502**  
↑ 3 (1,499)

Total digital requests submitted to practice:




**7,544**  
↑ 936 (6,608)

Appointments - Total:



**7,370 (97.694%)**  
↑ 931 (6,439)

Appointments - Seen:



**174 (2.306%)**  
↑ 5 (169)

Appointments - DNA: