



6,653
↑ 1,253 (5,400)

Total number of calls to surgery:




3,666
↑ 534 (3,132)

Number of calls answered within two minutes:




543
↑ 114 (429)

Number of calls abandoned:




24,152
↑ 441 (23,711)

Items issued via prescription:




632
↑ 241 (391)

Referrals Made:




172
↑ 19 (153)

Fit Notes Issued:




465
↑ 218 (247)

Administrative Communications Issued (letters/emails):




0
↓ -1 (1)

Text Messages Sent and Received:




771
↑ 203 (568)

Total digital requests submitted to practice:




6,420
↑ 2,295 (4,125)

Appointments - Total:



6,170 (96.106%)
↑ 2,222 (3,948)

Appointments - Seen:



250 (3.894%)
↑ 73 (177)

Appointments - DNA: