



5,870

↓ -36 (5,906)

Total number of calls to surgery:



3,354

↓ -122 (3,476)

Number of calls answered within two minutes:



547

↓ -12 (559)

Number of calls abandoned:



24,925

↑ 2,158 (22,767)

Items issued via prescription:



483

↓ -76 (559)

Referrals Made:



148

↓ -9 (157)

Fit Notes Issued:



492

↑ 4 (488)

Administrative Communications Issued (letters/emails):



26

↑ 26 0

Text Messages Sent and Received:



1,033

↑ 10 (1,023)

Total digital requests submitted to practice:



5,877

↑ 139 (5,738)

Appointments - Total:



5,702 (97.022%)

↑ 152 (5,550)

Appointments - Seen:



175 (2.978%)

↓ -13 (188)

Appointments - DNA: