



5,099

↑ 61 (5,038)

Total number of calls to surgery:



624

↑ 91 (533)

Number of calls answered within two minutes:



3,043

↓ -201 (3,244)

Number of calls abandoned:



26,709

↑ 4,037 (22,672)

Items issued via prescription:



462

↓ -60 (522)

Referrals Made:



165

↑ 10 (155)

Fit Notes Issued:



414

↑ 31 (383)

Administrative Communications Issued (letters/emails):



108

↓ -235 (343)

Text Messages Sent and Received:



1,326

↑ 67 (1,259)

Total digital requests submitted to practice:



5,350

↓ -288 (5,638)

Appointments - Total:



4,958 (92.673%)

↓ -381 (5,339)

Appointments - Seen:



392 (7.327%)

↑ 93 (299)

Appointments - DNA: