



5,375

↓ -606 (5,981)

Total number of calls to surgery:



682

↓ -2,648 (3,330)

Number of calls answered within two minutes:



3,097

↑ 2,239 (858)

Number of calls abandoned:



22,467

↓ -1,376 (23,843)

Items issued via prescription:



463

↓ -86 (549)

Referrals Made:



133

↓ -40 (173)

Fit Notes Issued:



460

↑ 36 (424)

Administrative Communications Issued (letters/emails):



1,966

↑ 1,804 (162)

Text Messages Sent and Received:



1,182

↓ -116 (1,298)

Total digital requests submitted to practice:



5,282

↓ -605 (5,887)

Appointments - Total:



4,839 (91.613%)

↓ -541 (5,380)

Appointments - Seen:



443 (8.387%)

↓ -64 (507)

Appointments - DNA: