



5,400
↑ 167 (5,233)

Total number of calls to surgery:




3,132
↓ -466 (3,598)

Number of calls answered within two minutes:




429
↑ 193 (236)

Number of calls abandoned:




23,711
↓ -3,179 (26,890)

Items issued via prescription:




391
↓ -29 (420)

Referrals Made:



153
↑ 10 (143)

Fit Notes Issued:




247
↓ -130 (377)

Administrative Communications Issued (letters/emails):




1
↓ -3,040 (3,041)

Text Messages Sent and Received:




568
↓ -348 (916)

Total digital requests submitted to practice:




4,125
↓ -2,453 (6,578)

Appointments - Total:



3,948 (95.709%)
↓ -2,487 (6,435)

Appointments - Seen:



177 (4.291%)
↑ 34 (143)

Appointments - DNA: