



5,906

↓ -747 (6,653)

Total number of calls to surgery:



3,476

↓ -190 (3,666)

Number of calls answered within two minutes:



559

↑ 16 (543)

Number of calls abandoned:



22,767

↓ -1,385 (24,152)

Items issued via prescription:



559

↓ -73 (632)

Referrals Made:



157

↓ -15 (172)

Fit Notes Issued:



488

↑ 23 (465)

Administrative Communications Issued (letters/emails):



0

= 0 0

Text Messages Sent and Received:



1,023

↑ 252 (771)

Total digital requests submitted to practice:



5,738

↓ -682 (6,420)

Appointments - Total:



5,550 (96.724%)

↓ -620 (6,170)

Appointments - Seen:



188 (3.276%)

↓ -62 (250)

Appointments - DNA: