



5,021

↓ -1,001 (6,022)

Total number of calls to surgery:



3,237

↓ -624 (3,861)

Number of calls answered within two minutes:



261

↓ -83 (344)

Number of calls abandoned:



23,431

↓ -1,010 (24,441)

Items issued via prescription:



361

↓ -137 (498)

Referrals Made:



171

↓ -15 (186)

Fit Notes Issued:



415

↓ -79 (494)

Administrative Communications Issued (letters/emails):



5

↓ -277 (282)

Text Messages Sent and Received:



1,593

↑ 41 (1,552)

Total digital requests submitted to practice:



5,695

↓ -1,680 (7,375)

Appointments - Total:



5,543 (97.331%)

↓ -1,636 (7,179)

Appointments - Seen:



152 (2.669%)

↓ -44 (196)

Appointments - DNA: