



6,111

↑ 206 (5,905)

Total number of calls to surgery:



4,132

↑ 337 (3,795)

Number of calls answered within two minutes:



372

↓ -33 (405)

Number of calls abandoned:



25,147

↓ -127 (25,274)

Items issued via prescription:



500

↓ -24 (524)

Referrals Made:



147

↑ 1 (146)

Fit Notes Issued:



356

↓ -141 (497)

Administrative Communications Issued (letters/emails):



5

↓ -4 (9)

Text Messages Sent and Received:



1,294

↑ 78 (1,216)

Total digital requests submitted to practice:



6,691

↑ 409 (6,282)

Appointments - Total:



6,546 (97.833%)

↑ 439 (6,107)

Appointments - Seen:



145 (2.167%)

↓ -30 (175)

Appointments - DNA: