



6,684

↓ -260 (6,944)

Total number of calls to surgery:



3,944

↓ -502 (4,446)

Number of calls answered within two minutes:



617

↑ 117 (500)

Number of calls abandoned:



23,928

↓ -815 (24,743)

Items issued via prescription:



516

↓ -6 (522)

Referrals Made:



177

↑ 13 (164)

Med3s Issued:



394

↓ -122 (516)

Administrative Communications Issued (letters/emails):



2,316

↑ 2,311 (5)

Text Messages Sent and Received:



1,394

↓ -77 (1,471)

Total digital requests submitted to practice:



6,503

↓ -471 (6,974)

Appointments - Total:



6,333 (97.4%)

↓ -432 (6,765)

Appointments - Seen:



170 (2.6%)

↓ -39 (209)

Appointments - DNA: