



7,421

↓ -1,312 (8,733)

Total number of calls to surgery:



3,632

↓ -240 (3,872)

Number of calls answered within two minutes:



870

↑ 138 (732)

Number of calls abandoned:



23,044

↓ -460 (23,504)

Items issued via prescription:



247

↑ 10 (237)

Referrals Made:



162

↓ -74 (236)

Fit Notes Issued:



3,980

↑ 1,880 (2,100)

Administrative Communications Issued (letters/emails):



484

↑ 156 (328)

Text Messages Sent and Received:



1,675

↓ -7 (1,682)

Total digital requests submitted to practice:



4,403

↑ 2,578 (1,825)

Appointments - Total:



4,012 (91.12%)

↑ 2,316 (1,696)

Appointments - Seen:



391 (8.88%)

↑ 262 (129)

Appointments - DNA: