



8,303

↑ 882 (7,421)

Total number of calls to surgery:



3,985

↑ 353 (3,632)

Number of calls answered within two minutes:



980

↑ 110 (870)

Number of calls abandoned:



21,324

↓ -1,720 (23,044)

Items issued via prescription:



403

↑ 156 (247)

Referrals Made:



175

↑ 13 (162)

Fit Notes Issued:



3,830

↓ -150 (3,980)

Administrative Communications Issued (letters/emails):



333

↓ -151 (484)

Text Messages Sent and Received:



1,600

↓ -75 (1,675)

Total digital requests submitted to practice:



5,043

↑ 640 (4,403)

Appointments - Total:



4,418 (87.607%)

↑ 406 (4,012)

Appointments - Seen:



625 (12.393%)

↑ 234 (391)

Appointments - DNA: