



7,604

↓ -699 (8,303)

Total number of calls to surgery:



4,197

↑ 212 (3,985)

Number of calls answered within two minutes:



738

↓ -242 (980)

Number of calls abandoned:



23,932

↑ 2,608 (21,324)

Items issued via prescription:



382

↓ -21 (403)

Referrals Made:



221

↑ 46 (175)

Fit Notes Issued:



4,330

↑ 500 (3,830)

Administrative Communications Issued (letters/emails):



718

↑ 385 (333)

Text Messages Sent and Received:



1,692

↑ 92 (1,600)

Total digital requests submitted to practice:



5,353

↑ 310 (5,043)

Appointments - Total:



4,740 (88.548%)

↑ 322 (4,418)

Appointments - Seen:



613 (11.452%)

↓ -12 (625)

Appointments - DNA: