



8,170

↓ -32 (8,202)

Total number of calls to surgery:



4,455

↑ 301 (4,154)

Number of calls answered within two minutes:



824

↑ 150 (674)

Number of calls abandoned:



22,694

↑ 746 (21,948)

Items issued via prescription:



384

↓ -9 (393)

Referrals Made:



214

↑ 25 (189)

Fit Notes Issued:



4,408

↑ 243 (4,165)

Administrative Communications Issued (letters/emails):



8,720

↑ 1,971 (6,749)

Text Messages Sent and Received:



1,492

↓ -139 (1,631)

Total digital requests submitted to practice:



7,146

↑ 2,166 (4,980)

Appointments - Total:



6,464 (90.456%)

↑ 2,015 (4,449)

Appointments - Seen:



682 (9.544%)

↑ 151 (531)

Appointments - DNA: