



7,815

↓ -355 (8,170)

Total number of calls to surgery:



3,499

↓ -956 (4,455)

Number of calls answered within two minutes:



861

↑ 37 (824)

Number of calls abandoned:



21,010

↓ -1,684 (22,694)

Items issued via prescription:



327

↓ -57 (384)

Referrals Made:



227

↑ 13 (214)

Fit Notes Issued:



4,644

↑ 236 (4,408)

Administrative Communications Issued (letters/emails):



2,734

↓ -5,986 (8,720)

Text Messages Sent and Received:



1,544

↑ 52 (1,492)

Total digital requests submitted to practice:



5,327

↓ -1,819 (7,146)

Appointments - Total:



4,757 (89.3%)

↓ -1,707 (6,464)

Appointments - Seen:



570 (10.7%)

↓ -112 (682)

Appointments - DNA: