



7,698

↑ 788 (6,910)

Total number of calls to surgery:



4,082

↑ 402 (3,680)

Number of calls answered within two minutes:



713

↑ 68 (645)

Number of calls abandoned:



21,356

↓ -1,749 (23,105)

Items issued via prescription:



338

↓ -42 (380)

Referrals Made:



191

↑ 2 (189)

Fit Notes Issued:



3,287

↓ -255 (3,542)

Administrative Communications Issued (letters/emails):



3,759

↑ 2,845 (914)

Text Messages Sent and Received:



1,624

↑ 18 (1,606)

Total digital requests submitted to practice:



5,161

↓ -41 (5,202)

Appointments - Total:



4,603 (89.188%)

↓ -55 (4,658)

Appointments - Seen:



558 (10.812%)

↑ 14 (544)

Appointments - DNA: