



7,182

↓ -516 (7,698)

Total number of calls to surgery:



3,680

↓ -402 (4,082)

Number of calls answered within two minutes:



1,008

↑ 295 (713)

Number of calls abandoned:



20,016

↓ -1,340 (21,356)

Items issued via prescription:



369

↑ 31 (338)

Referrals Made:



190

↓ -1 (191)

Fit Notes Issued:



3,205

↓ -82 (3,287)

Administrative Communications Issued (letters/emails):



1,692

↓ -2,067 (3,759)

Text Messages Sent and Received:



1,490

↓ -134 (1,624)

Total digital requests submitted to practice:



5,093

↓ -68 (5,161)

Appointments - Total:



4,514 (88.631%)

↓ -89 (4,603)

Appointments - Seen:



579 (11.369%)

↑ 21 (558)

Appointments - DNA: