



4,103

↑ 459 (3,644)

Total number of calls to surgery:



3,938

↑ 445 (3,493)

Number of calls answered within two minutes:



165

↑ 14 (151)

Number of calls abandoned:



19,233

↑ 181 (19,052)

Items issued via prescription:



179

↑ 28 (151)

Referrals Made:



157

↓ -15 (172)

Fit Notes Issued:



720

↑ 394 (326)

Administrative Communications Issued (letters/emails):



164

↑ 75 (89)

Text Messages Sent and Received:



502

↑ 67 (435)

Total digital requests submitted to practice:



3,239

↑ 53 (3,186)

Appointments - Total:



3,038 (93.794%)

↓ -2 (3,040)

Appointments - Seen:



201 (6.206%)

↑ 55 (146)

Appointments - DNA: