



4,207

↓ -557 (4,764)

Total number of calls to surgery:



4,364

↓ -199 (4,563)

Number of calls answered within two minutes:



184

↓ -17 (201)

Number of calls abandoned:



21,061

↑ 2,726 (18,335)

Items issued via prescription:



234

↑ 32 (202)

Referrals Made:



158

↑ 9 (149)

Fit Notes Issued:



197

↓ -632 (829)

Administrative Communications Issued (letters/emails):



177

↓ -25 (202)

Text Messages Sent and Received:



541

↑ 157 (384)

Total digital requests submitted to practice:



3,879

↓ -35 (3,914)

Appointments - Total:



3,700 (95.385%)

↓ -38 (3,738)

Appointments - Seen:



179 (4.615%)

↑ 3 (176)

Appointments - DNA: