



Total number of calls to surgery:

6,526

↑ 1,771 (4,755)



Number of calls answered within two minutes:

2,445

↑ 499 (1,946)



Number of calls abandoned:

2,162

↑ 1,645 (517)



Items issued via prescription:

20,530

↑ 5,453 (15,077)



Referrals Made:

336

↑ 1 (335)



Fit Notes Issued:

131

↑ 14 (117)



Administrative Communications Issued (letters/emails):

352

↑ 70 (282)



Text Messages Sent and Received:

8

↑ 8 0



Total digital requests submitted to practice:

474

↑ 66 (408)



Appointments - Total:

3,154

↑ 1,380 (1,774)



Appointments - Seen:

2,815 (89.252%)

↑ 1,206 (1,609)



Appointments - DNA:

339 (10.748%)

↑ 174 (165)