



6,298

↑ 264 (6,034)

Total number of calls to surgery:



2,740

↑ 154 (2,586)

Number of calls answered within two minutes:



1,759

↑ 99 (1,660)

Number of calls abandoned:



19,060

↓ -4,864 (23,924)

Items issued via prescription:



247

↓ -180 (427)

Referrals Made:



133

↓ -18 (151)

Fit notes issued:



587

↑ 202 (385)

Administrative Communications issued Referrals(emails):



34

↓ -2,626 (2,660)

Text Messages Sent and Received:



413

= 0 (413)

Total digital requests submitted to practice:



4,462

↑ 894 (3,568)

Appointments - Total:



4,024 (90.184%)

↑ 850 (3,174)

Appointments - Seen:



438 (9.816%)

↑ 44 (394)

Appointments - OHA: