

 **5,410**
↓ -888 (6,298)
Total number of calls to surgery:

 **2,705**
↓ -35 (2,740)
Number of calls answered within two minutes:

 **244**
↓ -1,515 (1,759)
Number of calls abandoned:

 **18,056**
↓ -1,004 (19,060)
Items issued via prescription:

 **212**
↓ -35 (247)
Referrals Made:

 **143**
↑ 10 (133)
Fit Notes Issued:

 **102**
↓ -485 (587)
Administrative Communications Issued (letters/emails):

 **39**
↑ 5 (34)
Text Messages Sent and Received:

 **345**
↓ -68 (413)
Total digital requests submitted to practice:

 **3,156**
↓ -1,306 (4,462)
Appointments - Total:

 **2,767 (87.674%)**
↓ -1,257 (4,024)
Appointments - Seen:

 **389 (12.326%)**
↓ -49 (438)
Appointments - DNA: