



5,405

↓ -5 (5,410)

Total number of calls to surgery:



2,341

↓ -364 (2,705)

Number of calls answered within two minutes:



301

↑ 57 (244)

Number of calls abandoned:



22,486

↑ 4,430 (18,056)

Items issued via prescription:



171

↓ -41 (212)

Referrals Made:



134

↓ -9 (143)

Fit Notes Issued:



115

↑ 13 (102)

Administrative Communications Issued (letters/emails):



0

↓ -39 (39)

Text Messages Sent and Received:



298

↓ -47 (345)

Total digital requests submitted to practice:



3,147

↓ -9 (3,156)

Appointments - Total:



2,757 (87.607%)

↓ -10 (2,767)

Appointments - Seen:



390 (12.393%)

↑ 1 (389)

Appointments - DNA: