



3,776

↑ 414 (3,362)

Total number of calls to surgery:



1,500

↑ 258 (1,242)

Number of calls answered within two minutes:



612

↓ -52 (664)

Number of calls abandoned:



3,188

↑ 114 (3,074)

Items issued via prescription:



185

↑ 52 (133)

Referrals Made:



110

↑ 15 (95)

Fit Notes Issued:



746

↑ 153 (593)

Administrative Communications Issued (letters/emails):



2,022

↓ -2,274 (4,296)

Text Messages Sent and Received:



604

↓ -21 (625)

Total digital requests submitted to practice:



4,337

↑ 899 (3,438)

Appointments - Total:



4,094 (94.397%)

↑ 828 (3,266)

Appointments - Seen:



243 (5.603%)

↑ 71 (172)

Appointments - DNA: