



3,639

↓ -230 (3,869)

Total number of calls to surgery:



1,347

↑ 366 (981)

Number of calls answered within two minutes:



516

↓ -2,372 (2,888)

Number of calls abandoned:



3,018

↓ -96 (3,114)

Items issued via prescription:



174

↑ 20 (154)

Referrals Made:



90

↓ -7 (97)

Fit Notes Issued:



34

↓ -213 (247)

Administrative Communications Issued (letters/emails):



524

↑ 135 (389)

Text Messages Sent and Received:



649

↓ -32 (681)

Total digital requests submitted to practice:



3,714

↑ 94 (3,620)

Appointments - Total:



3,553 (95.665%)

↑ 80 (3,473)

Appointments - Seen:



161 (4.335%)

↑ 14 (147)

Appointments - DNA: