



**3,632**

↓ -7 (3,639)

Total number of calls to surgery:



**1,272**

↓ -75 (1,347)

Number of calls answered within two minutes:



**595**

↑ 79 (516)

Number of calls abandoned:



**3,134**

↑ 116 (3,018)

Items issued via prescription:



**172**

↓ -2 (174)

Referrals Made:



**104**

↑ 14 (90)

Fit Notes Issued:



**535**

↑ 501 (34)

Administrative Communications Issued (letters/emails):



**846**

↑ 322 (524)

Text Messages Sent and Received:



**667**

↑ 18 (649)

Total digital requests submitted to practice:



**3,836**

↑ 122 (3,714)

Appointments - Total:



**3,671 (95.699%)**

↑ 118 (3,553)

Appointments - Seen:



**165 (4.301%)**

↑ 4 (161)

Appointments - DNA: