



3,311

↓ -321 (3,632)

Total number of calls to surgery:



1,260

↓ -12 (1,272)

Number of calls answered within two minutes:



502

↓ -93 (595)

Number of calls abandoned:



2,923

↓ -211 (3,134)

Items issued via prescription:



163

↓ -9 (172)

Referrals Made:



99

↓ -5 (104)

Fit Notes Issued:



368

↓ -167 (535)

Administrative Communications Issued (letters/emails):



457

↓ -389 (846)

Text Messages Sent and Received:



658

↓ -9 (667)

Total digital requests submitted to practice:



2,891

↓ -945 (3,836)

Appointments - Total:



2,748 (95.054%)

↓ -923 (3,671)

Appointments - Seen:



143 (4.946%)

↓ -22 (165)

Appointments - DNA: