





**7,255**  
↓ -637 (7,892)

Total number of calls to surgery:



**2,383**  
↑ 251 (2,132)

Number of calls answered within two minutes:




**883**  
↑ 59 (824)

Number of calls abandoned:




**4,440**  
↑ 45 (4,395)

Items issued via prescription:




**369**  
↓ -19 (388)

Referrals Made:



**57**  
↓ -6 (63)

Fit Notes Issued:




**577**  
↑ 101 (476)

Administrative Communications Issued (letters/emails):




**1,454**  
↓ -1,172 (2,626)

Text Messages Sent and Received:




**2,395**  
↑ 1,200 (1,195)

Total digital requests submitted to practice:




**4,227**  
↓ -1,731 (5,958)

Appointments - Total:



**4,064 (96.144%)**  
↓ -1,758 (5,822)

Appointments - Seen:



**163 (3.856%)**  
↑ 27 (136)

Appointments - DNA: