





7,892
↓ -408 (8,300)

Total number of calls to surgery:




2,132
↓ -592 (2,724)

Number of calls answered within two minutes:




824
↑ 184 (640)

Number of calls abandoned:




4,395
↓ -91 (4,486)

Items issued via prescription:




388
↑ 53 (335)

Referrals Made:




63
↑ 4 (59)

Fit Notes Issued:




476
↑ 57 (419)

Administrative Communications Issued (letters/emails):




2,626
↓ -24 (2,650)

Text Messages Sent and Received:




1,195
↓ -2,559 (3,754)

Total digital requests submitted to practice:




5,958
↑ 2,399 (3,559)

Appointments - Total:



5,822 (97.717%)
↑ 2,396 (3,426)

Appointments - Seen:



136 (2.283%)
↑ 3 (133)

Appointments - DNA: