**Manselton Surgery - April 2023**

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| **26,451****-9,699(36,150)****Total number of calls to surgery:** |
| **4,631****-1,510(6,141)****Number of calls answered within two minutes:** |

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| **29,642****-12,955(42,597)****Number of calls abandoned:** |
| **11,051****-1,438(12,489)****Items issued via prescription:** |

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| **71****-47(118)****Referrals Made:** |
| **77****-8(85)****Fit Notes Issued:** |

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| **541****-97(638)****Administrative Communications Issued (letters/emails):** |
| **0****00****Text Messages Sent and Received:** |

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| **72****-2(74)****Total digital requests submitted to practice:** |
| **1,414****-511(1,925)****Appointments - Total:** |

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| **1,356 (95.898%)****-505(1,861)****Appointments - Seen:** |
| **58 (4.102%)****-6(64)****Appointments - DNA:** |