**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:** |