



6,599

↑ 781 (5,818)

Total number of calls to surgery:



4,250

↑ 155 (4,095)

Number of calls answered within two minutes:



439

↑ 155 (284)

Number of calls abandoned:



24,658

↑ 1,076 (23,582)

Items issued via prescription:



514

↑ 97 (417)

Referrals Made:



173

↑ 19 (154)

Med3s Issued:



442

↓ -30 (472)

Administrative Communications Issued (letters/emails):



4

↓ -17 (21)

Text Messages Sent and Received:



1,474

↑ 7 (1,467)

Total digital requests submitted to practice:



7,041

↑ 837 (6,204)

Appointments - Total:



6,868 (97.5%)

↑ 801 (6,067)

Appointments - Seen:



173 (2.5%)

↑ 36 (137)

Appointments - DNA: