



6,409

↑ 580 (5,829)

Total number of calls to surgery:



3,439

↓ -279 (3,718)

Number of calls answered within two minutes:



678

↑ 316 (362)

Number of calls abandoned:



24,994

↑ 1,226 (23,768)

Items issued via prescription:



501

↑ 9 (492)

Referrals Made:



155

↑ 7 (148)

Fit Notes Issued:



422

↑ 48 (374)

Administrative Communications Issued (letters/emails):



4,006

↑ 4,005 (1)

Text Messages Sent and Received:



1,252

↓ -107 (1,359)

Total digital requests submitted to practice:



6,630

↑ 134 (6,496)

Appointments - Total:



6,466 (97.526%)

↑ 106 (6,360)

Appointments - Seen:



164 (2.474%)

↑ 28 (136)

Appointments - DNA: