



5,795

↓ -841 (6,636)

Total number of calls to surgery:



3,565

↓ -617 (4,182)

Number of calls answered within two minutes:



393

↓ -93 (486)

Number of calls abandoned:



25,099

↑ 510 (24,589)

Items issued via prescription:



413

↓ -111 (524)

Referrals Made:



141

↓ -33 (174)

Fit Notes Issued:



309

↓ -258 (567)

Administrative Communications Issued (letters/emails):



302

↓ -1,056 (1,358)

Text Messages Sent and Received:



1,235

↓ -170 (1,405)

Total digital requests submitted to practice:



6,991

↓ -536 (7,527)

Appointments - Total:



6,814 (97.468%)

↓ -547 (7,361)

Appointments - Seen:



177 (2.532%)

↑ 11 (166)

Appointments - DNA: