





**5,818**  
↓ -329 (6,147)

Total number of calls to surgery:




**4,095**  
↑ 317 (3,778)

Number of calls answered within two minutes:




**284**  
↓ -307 (591)

Number of calls abandoned:




**23,582**  
↓ -51 (23,633)

Items issued via prescription:



**417**  
↓ -48 (465)

Referrals Made:




**154**  
↓ -5 (159)

Med3s Issued:




**472**  
↑ 55 (417)

Administrative Communications Issued (letters/emails):




**21**  
↑ 16 (5)

Text Messages Sent and Received:




**1,467**  
↓ -32 (1,499)

Total digital requests submitted to practice:




**6,204**  
↓ -384 (6,588)

Appointments - Total:



**6,067 (97.8%)**  
↓ -319 (6,386)

Appointments - Seen:



**137 (2.2%)**  
↓ -65 (202)

Appointments - DNA: