



**5,829**

↓ -282 (6,111)

Total number of calls to surgery:



**3,718**

↓ -414 (4,132)

Number of calls answered within two minutes:



**362**

↓ -10 (372)

Number of calls abandoned:



**23,768**

↓ -1,379 (25,147)

Items issued via prescription:



**492**

↓ -8 (500)

Referrals Made:



**148**

↑ 1 (147)

Fit Notes Issued:



**374**

↑ 18 (356)

Administrative Communications Issued (letters/emails):



**1**

↓ -4 (5)

Text Messages Sent and Received:



**1,359**

↑ 65 (1,294)

Total digital requests submitted to practice:



**6,496**

↓ -195 (6,691)

Appointments - Total:



**6,360 (97.906%)**

↓ -186 (6,546)

Appointments - Seen:



**136 (2.094%)**

↓ -9 (145)

Appointments - DNA: