



6,147

↓ -292 (6,439)

Total number of calls to surgery:



3,778

↓ -339 (4,117)

Number of calls answered within two minutes:



591

↑ 120 (471)

Number of calls abandoned:



23,633

↓ -3,113 (26,746)

Items issued via prescription:



465

↓ -94 (559)

Referrals Made:



159

↑ 10 (149)

Med3s Issued:



417

↓ -46 (463)

Administrative Communications Issued (letters/emails):



5

↓ -33 (38)

Text Messages Sent and Received:



1,499

↑ 70 (1,429)

Total digital requests submitted to practice:



6,588

↓ -269 (6,857)

Appointments - Total:



6,386 (96.9%)

↓ -260 (6,646)

Appointments - Seen:



202 (3.1%)

↓ -9 (211)

Appointments - DNA: