



6,439

↑ 402 (6,037)

Total number of calls to surgery:



4,117

↑ 373 (3,744)

Number of calls answered within two minutes:



471

↓ -60 (531)

Number of calls abandoned:



26,746

↑ 3,284 (23,462)

Items issued via prescription:



559

↑ 226 (333)

Referrals Made:



149

= 0 (149)

Med3s Issued:



463

↑ 71 (392)

Administrative Communications Issued (letters/emails):



38

↑ 31 (7)

Text Messages Sent and Received:



1,429

↑ 130 (1,299)

Total digital requests submitted to practice:



6,857

↑ 1,110 (5,747)

Appointments - Total:



6,646 (96.9%)

↑ 1,063 (5,583)

Appointments - Seen:



211 (3.1%)

↑ 47 (164)

Appointments - DNA: