



5,905

↑ 249 (5,656)

Total number of calls to surgery:



3,795

↑ 348 (3,447)

Number of calls answered within two minutes:



405

↓ -29 (434)

Number of calls abandoned:



25,274

↑ 2,805 (22,469)

Items issued via prescription:



524

↑ 41 (483)

Referrals Made:



146

↑ 16 (130)

Fit Notes Issued:



497

↑ 27 (470)

Administrative Communications Issued (letters/emails):



9

↑ 7 (2)

Text Messages Sent and Received:



1,216

↑ 14 (1,202)

Total digital requests submitted to practice:



6,282

↑ 434 (5,848)

Appointments - Total:



6,107 (97.214%)

↑ 361 (5,746)

Appointments - Seen:



175 (2.786%)

↑ 73 (102)

Appointments - DNA: