



6,082

↓ -327 (6,409)

Total number of calls to surgery:



3,598

↑ 159 (3,439)

Number of calls answered within two minutes:



460

↓ -218 (678)

Number of calls abandoned:



23,752

↓ -1,242 (24,994)

Items issued via prescription:



436

↓ -65 (501)

Referrals Made:



178

↑ 23 (155)

Fit Notes Issued:



302

↓ -120 (422)

Administrative Communications Issued (letters/emails):



5

↓ -4,001 (4,006)

Text Messages Sent and Received:



1,394

↑ 142 (1,252)

Total digital requests submitted to practice:



6,727

↑ 97 (6,630)

Appointments - Total:



6,570 (97.666%)

↑ 104 (6,466)

Appointments - Seen:



157 (2.334%)

↓ -7 (164)

Appointments - DNA: