

 <p><b>4,168</b> ↑ 140 (4,028)</p> <p>Total number of calls to surgery:</p>	 <p><b>2,230</b> ↓ -90 (2,320)</p> <p>Number of calls answered within two minutes:</p>	 <p><b>268</b> ↑ 78 (190)</p> <p>Number of calls abandoned:</p>
 <p><b>14,524</b> ↓ -1,906 (16,430)</p> <p>Items issued via prescription:</p>	 <p><b>221</b> ↓ -28 (249)</p> <p>Referrals Made:</p>	 <p><b>112</b> ↓ -2 (114)</p> <p>Fit Notes Issued:</p>
 <p><b>155</b> ↓ -57 (212)</p> <p>Administrative Communications Issued (letters/emails):</p>	 <p><b>302</b> ↑ 24 (278)</p> <p>Text Messages Sent and Received:</p>	 <p><b>2,028</b> ↓ -81 (2,109)</p> <p>Total digital requests submitted to practice:</p>
 <p><b>1,601</b> ↓ -429 (2,030)</p> <p>Appointments - Total:</p>	 <p><b>1,399 (87.383%)</b> ↓ -400 (1,799)</p> <p>Appointments - Seen:</p>	 <p><b>202 (12.617%)</b> ↓ -29 (231)</p> <p>Appointments - DNA:</p>