


 **2,603**  
↓ -2,696 (5,299)  
Total number of calls to surgery:


 **1,647**  
↓ -1,614 (3,261)  
Number of calls answered within two minutes:

 **99**  
↓ -118 (217)  
Number of calls abandoned:


 **15,638**  
↓ -1,032 (16,670)  
Items issued via prescription:


 **201**  
↓ -41 (242)  
Referrals Made:


 **97**  
↓ -20 (117)  
Fit Notes Issued:


 **234**  
↓ -55 (289)  
Administrative Communications Issued (letter/email):

 **407**  
↓ -526 (933)  
Text Messages Sent and Received:

 **2,460**  
↓ -141 (2,601)  
Total digital requests submitted to practice:

 **1,872**  
↓ -522 (2,394)  
Appointments - Total:

 **1,665 (88.942%)**  
↓ -423 (2,088)  
Appointments - Sero:

 **207 (11.058%)**  
↓ -99 (306)  
Appointments - DNA: