




 **5,299**
↑ 3,693 (1,606)
Total number of calls to surgery:


 **3,261**
↑ 2,543 (718)
Number of calls answered within two minutes:


 **217**
↓ -271 (488)
Number of calls abandoned:


 **16,670**
↓ -148 (16,818)
Items issued via prescription:

 **242**
↓ -35 (277)
Referrals Made:


 **117**
↓ -14 (131)
F8 Notes Issued:

 **289**
↑ 111 (178)
Administrative Communications Issued (Letters/Verbal):

 **933**
↓ -261 (1,194)
Text Messages Sent and Received:

 **2,601**
↓ -16 (2,617)
Total digital requests submitted to practice:

 **2,394**
↑ 185 (2,209)
Appointments - Total:

 **2,088 (87.218%)**
↑ 95 (1,993)
Appointments - Seen:

 **306 (12.782%)**
↑ 90 (216)
Appointments - DNA: