



4,427
↑ 259 (4,168)

Total number of calls to surgery:




2,756
↑ 526 (2,230)

Number of calls answered within two minutes:




171
↓ -97 (268)

Number of calls abandoned:




16,360
↑ 1,836 (14,524)

Items issued via prescription:



259
↑ 38 (221)

Referrals Made:



107
↓ -5 (112)

Fit Notes Issued:



147
↓ -8 (155)

Administrative Communications Issued (letters/emails):




232
↓ -70 (302)

Text Messages Sent and Received:




2,402
↑ 374 (2,028)

Total digital requests submitted to practice:




1,641
↑ 40 (1,601)

Appointments - Total:



1,460 (88.97%)
↑ 61 (1,399)

Appointments - Seen:



181 (11.03%)
↓ -21 (202)

Appointments - DNA: