










 <p>Total number of calls to surgery:</p> <p>5,232 ↑ 639 (4,593)</p>	 <p>Number of calls answered within two minutes:</p> <p>2,976 ↑ 201 (2,775)</p>	 <p>Number of calls abandoned:</p> <p>283 ↑ 147 (136)</p>
 <p>Items issued via prescribers:</p> <p>15,381 ↓ -1,125 (16,506)</p>	 <p>Referrals Made:</p> <p>274 ↑ 11 (263)</p>	 <p>Fit Notes Issued:</p> <p>103 ↓ -4 (107)</p>
 <p>Administrative Communications Issued (Email/Verbal):</p> <p>157 ↓ -16 (173)</p>	 <p>Text Messages Sent and Received:</p> <p>2,131 ↑ 1,868 (263)</p>	 <p>Total digital requests submitted to practice:</p> <p>2,504 ↑ 272 (2,232)</p>
 <p>Appointments - Total:</p> <p>2,102 ↑ 257 (1,845)</p>	 <p>Appointments - Seen:</p> <p>1,790 (85.157%) ↑ 165 (1,625)</p>	 <p>Appointments - DNA:</p> <p>312 (14.843%) ↑ 92 (220)</p>