

 Total number of calls to surgery: 4,294 ↑ 228 (4,066)	 Number of calls answered within two minutes: 2,607 ↑ 122 (2,485)	 Number of calls abandoned: 159 ↓ -47 (206)
 Items issued via prescription: 15,476 ↓ -532 (16,008)	 Referrals Made: 280 ↑ 8 (272)	 Fit Notes Issued: 111 ↓ -6 (117)
 Administrative Communications Issued (letters/emails): 330 ↑ 10 (320)	 Text Messages Sent and Received: 183 ↓ -58 (241)	 Total digital requests submitted to practice: 2,776 ↑ 657 (2,119)
 Appointments - Total: 1,707 ↓ -266 (1,973)	 Appointments - Seen: 1,488 (87.17%) ↓ -265 (1,753)	 Appointments - DNA: 219 (12.83%) ↓ -1 (220)