



Total number of calls to surgery: **4,156**
 ↑ 1,553 (2,603)




Number of calls answered within two minutes: **2,664**
 ↑ 1,017 (1,647)




Number of calls abandoned: **183**
 ↑ 84 (99)




Items issued via prescription: **16,429**
 ↑ 791 (15,638)




Referrals Made: **230**
 ↑ 29 (201)



Fit Notes issued: **130**
 ↑ 33 (97)



Administrative Communications issued (letters/emails): **145**
 ↓ -89 (234)




Text Messages Sent and Received: **507**
 ↑ 100 (407)




Total digital requests submitted to practice: **2,270**
 ↓ -190 (2,460)



Appointments - Total: **1,893**
 ↑ 21 (1,872)



Appointments - Seen: **1,666 (88.008%)**
 ↑ 1 (1,665)



Appointments - DNA: **227 (11.992%)**
 ↑ 20 (207)