




 Total number of calls to surgery: <b>4,593</b> ↑ 299 (4,294)	 Number of calls answered within two minutes: <b>2,775</b> ↑ 168 (2,607)	 Number of calls abandoned: <b>136</b> ↓ -23 (159)
 Items issued via prescription: <b>16,506</b> ↑ 1,030 (15,476)	 Referrals Made: <b>263</b> ↓ -17 (280)	 Fit Notes Issued: <b>107</b> ↓ -4 (111)
 Administrative Communications Issued (letters/emails): <b>173</b> ↓ -157 (330)	 Text Messages Sent and Received: <b>263</b> ↑ 80 (183)	 Total digital requests submitted to practice: <b>2,232</b> ↓ -544 (2,776)
 Appointments - Total: <b>1,845</b> ↑ 138 (1,707)	 Appointments - Seen: <b>1,625 (88.076%)</b> ↑ 137 (1,488)	 Appointments - DNX: <b>220 (11.924%)</b> ↑ 1 (219)