

 Total number of calls to surgery: 4,066 ↓ -361 (4,427)	 Number of calls answered within two minutes: 2,485 ↓ -271 (2,756)	 Number of calls abandoned: 206 ↑ 35 (171)
 Items issued via prescription: 16,008 ↓ -352 (16,360)	 Referrals Made: 272 ↑ 13 (259)	 Fit Notes Issued: 117 ↑ 10 (107)
 Administrative Communications Issued (Jeters/emails): 320 ↑ 173 (147)	 Text Messages Sent and Received: 241 ↑ 9 (232)	 Total digital requests submitted to practice: 2,119 ↓ -283 (2,402)
 Appointments - Total: 1,973 ↑ 332 (1,641)	 Appointments - Seen: 1,753 (88.849%) ↑ 293 (1,460)	 Appointments - CNA: 220 (11.151%) ↑ 39 (181)