










 <p>Total number of calls to surgery:</p> <p><b>3,577</b> ↓ -1,746 (5,323)</p>	 <p>Number of calls answered within two minutes:</p> <p><b>2,303</b> ↓ -1,083 (3,386)</p>	 <p>Number of calls abandoned:</p> <p><b>110</b> ↓ -86 (196)</p>
 <p>Items issued via prescription:</p> <p><b>16,375</b> ↓ -31 (16,406)</p>	 <p>Referrals Made:</p> <p><b>296</b> ↑ 32 (264)</p>	 <p>Pill Notes Issued:</p> <p><b>106</b> ↓ -12 (118)</p>
 <p>Administrative Communications Issued (letter/email):</p> <p><b>196</b> ↑ 16 (180)</p>	 <p>Text Messages Sent and Received:</p> <p><b>477</b> ↑ 153 (324)</p>	 <p>Total digital requests submitted to practice:</p> <p><b>2,327</b> ↓ -816 (3,143)</p>
 <p>Appointments - Total:</p> <p><b>2,074</b> ↓ -203 (2,277)</p>	 <p>Appointments - Seen:</p> <p><b>1,710 (82.449%)</b> ↓ -132 (1,842)</p>	 <p>Appointments - CNA:</p> <p><b>364 (17.551%)</b> ↓ -71 (435)</p>