


5,487
↑ 583 (4,904)

Total number of calls to surgery:




5,124
↑ 685 (4,439)

Number of calls answered within two minutes:




68
↓ -25 (93)

Number of calls abandoned:




4,606
↑ 221 (4,385)

Items issued via prescription:




296
↑ 25 (271)

Referrals Made:




159
↑ 37 (122)

Fit Notes Issued:




416
↑ 133 (283)

Administrative Communications Issued (letters/emails):




1,732
↓ -4,055 (5,787)

Text Messages Sent and Received:




148
↓ -8 (156)

Total digital requests submitted to practice:




5,793
↑ 444 (5,349)

Appointments - Total:



5,469 (94.407%)
↑ 494 (4,975)

Appointments - Seen:



324 (5.593%)
↓ -50 (374)

Appointments - DNA: