



**4,986**

↑ 100 (4,886)

Total number of calls to surgery:



**4,820**

↑ 62 (4,758)

Number of calls answered within two minutes:



**40**

↑ 6 (34)

Number of calls abandoned:



**4,273**

↓ -12 (4,285)

Items issued via prescription:



**262**

= 0 (262)

Referrals Made:



**142**

↓ -9 (151)

Fit Notes Issued:



**237**

↓ -58 (295)

Administrative Communications Issued (letters/emails):



**3,061**

↑ 1 (3,060)

Text Messages Sent and Received:



**162**

↑ 73 (89)

Total digital requests submitted to practice:



**5,317**

↓ -309 (5,626)

Appointments - Total:



**5,006 (94.151%)**

↓ -328 (5,334)

Appointments - Seen:



**311 (5.849%)**

↑ 19 (292)

Appointments - DNA: