



**4,900**  
↓ -395 (5,295)

Total number of calls to surgery:




**4,719**  
↓ -415 (5,134)

Number of calls answered within two minutes:




**33**  
↑ 4 (29)

Number of calls abandoned:




**4,393**  
↓ -413 (4,806)

Items issued via prescription:



**275**  
↓ -53 (328)

Referrals Made:



**148**  
↑ 3 (145)

Fit Notes Issued:



**241**  
↓ -22 (263)

Administrative Communications Issued (letters/emails):



**3,066**  
↑ 3 (3,063)

Text Messages Sent and Received:



**162**  
↑ 60 (102)

Total digital requests submitted to practice:




**5,458**  
↓ -1,474 (6,932)

Appointments - Total:



**5,201 (95.291%)**  
↓ -1,304 (6,505)

Appointments - Seen:



**257 (4.709%)**  
↓ -170 (427)

Appointments - DNA: