


4,588
↓ -312 (4,900)

Total number of calls to surgery:




4,493
↓ -226 (4,719)

Number of calls answered within two minutes:




21
↓ -12 (33)

Number of calls abandoned:




4,367
↓ -26 (4,393)

Items issued via prescription:



289
↑ 14 (275)

Referrals Made:




130
↓ -18 (148)

Fit Notes Issued:




274
↑ 33 (241)

Administrative Communications Issued (letters/emails):




3,066
= 0 (3,066)

Text Messages Sent and Received:




449
↑ 287 (162)

Total digital requests submitted to practice:




5,200
↓ -258 (5,458)

Appointments - Total:



4,987 (95.904%)
↓ -214 (5,201)

Appointments - Seen:



213 (4.096%)
↓ -44 (257)

Appointments - CNA: