



4,522

↓ -66 (4,588)

Total number of calls to surgery:



4,491

↓ -2 (4,493)

Number of calls answered within two minutes:



19

↓ -2 (21)

Number of calls abandoned:



4,437

↑ 70 (4,367)

Items issued via prescription:



301

↑ 12 (289)

Referrals Made:



152

↑ 22 (130)

Fit Notes Issued:



324

↑ 50 (274)

Administrative Communications Issued (letters/emails):



2,657

↓ -409 (3,066)

Text Messages Sent and Received:



203

↓ -246 (449)

Total digital requests submitted to practice:



5,907

↑ 707 (5,200)

Appointments - Total:



5,626 (95.243%)

↑ 639 (4,987)

Appointments - Seen:



281 (4.757%)

↑ 68 (213)

Appointments - DNA: