



4,846

↑ 531 (4,315)

Total number of calls to surgery:



4,648

↑ 506 (4,142)

Number of calls answered within two minutes:



41

↑ 5 (36)

Number of calls abandoned:



4,172

↓ -291 (4,463)

Items issued via prescription:



367

↑ 104 (263)

Referrals Made:



139

↑ 9 (130)

Fit Notes Issued:



260

↑ 9 (251)

Administrative Communications Issued (letters/emails):



3,608

↑ 949 (2,659)

Text Messages Sent and Received:



200

↑ 47 (153)

Total digital requests submitted to practice:



5,418

↑ 220 (5,198)

Appointments - Total:



5,106 (94.241%)

↑ 163 (4,943)

Appointments - Seen:



312 (5.759%)

↑ 57 (255)

Appointments - DNA: