



4,315

↓ -207 (4,522)

Total number of calls to surgery:



4,142

↓ -349 (4,491)

Number of calls answered within two minutes:



36

↑ 17 (19)

Number of calls abandoned:



4,463

↑ 26 (4,437)

Items issued via prescription:



263

↓ -38 (301)

Referrals Made:



130

↓ -22 (152)

Fit Notes Issued:



251

↓ -73 (324)

Administrative Communications Issued (letters/emails):



2,659

↑ 2 (2,657)

Text Messages Sent and Received:



153

↓ -50 (203)

Total digital requests submitted to practice:



5,198

↓ -709 (5,907)

Appointments - Total:



4,943 (95.094%)

↓ -683 (5,626)

Appointments - Seen:



255 (4.906%)

↓ -26 (281)

Appointments - DNA: