



 Total number of calls to surgery: 4,684 ↑ 1,107 (3,577)	 Number of calls answered within two minutes: 2,277 ↓ -26 (2,303)	 Number of calls abandoned: 205 ↑ 95 (110)
 Items issued via prescription: 14,189 ↓ -2,186 (16,375)	 Referrals Made: 283 ↓ -13 (296)	 FB Notes Issued: 110 ↑ 4 (106)
 Administrative Communications Issued (letter/emails): 232 ↑ 36 (196)	 Text Messages Sent and Received: 401 ↓ -76 (477)	 Total digital requests submitted to practice: 1,795 ↓ -532 (2,327)
 Appointments - Total: 1,692 ↓ -382 (2,074)	 Appointments - Seen: 1,508 (89.125%) ↓ -202 (1,710)	 Appointments - DNA: 184 (10.875%) ↓ -180 (364)