



6,400
↑ 1,276 (5,124)

Total number of calls to surgery:



2,841
↓ -436 (3,277)

Number of calls answered within two minutes:



189
↓ -24 (213)

Number of calls abandoned:



15,574
↓ -1,148 (16,722)

Items issued via prescription:



229
↓ -104 (333)

Referrals Made:



109
↓ -12 (121)

Fit Notes Issued:



193
↓ -136 (329)

Administrative Communications Issued (letters/emails):




500
↓ -146 (646)

Text Messages Sent and Received:




1,763
↓ -535 (2,298)

Total digital requests submitted to practice:




1,671
↓ -273 (1,944)

Appointments - Total:



1,523 (91.143%)
↓ -214 (1,737)

Appointments - Seen:



148 (8.857%)
↓ -59 (207)

Appointments - DNA: