

 Total number of calls to surgery: 4,519 ↓ -585 (5,104)	 Number of calls answered within two minutes: 3,041 ↓ -266 (3,307)	 Number of calls abandoned: 112 ↓ -48 (160)
 Items issued via prescription: 16,200 ↓ -1,348 (17,548)	 Referrals Made: 277 ↓ -16 (293)	 Fit Notes Issued: 127 ↓ -8 (135)
 Administrative Communications Issued (letters/emails): 298 ↑ 1 (297)	 Text Messages Sent and Received: 545 ↓ -1,239 (1,784)	 Total digital requests submitted to practice: 3,048 ↑ 997 (2,051)
 Appointments - Total: 2,055 ↓ -870 (2,925)	 Appointments - Seen: 1,808 (87.981%) ↓ -309 (2,117)	 Appointments - DNA: 247 (12.019%) ↓ -561 (808)