





 Total number of calls to surgery: 5,104 ↑ 206 (4,898)	 Number of calls answered within two minutes: 3,307 ↑ 129 (3,178)	 Number of calls abandoned: 160 ↑ 8 (152)
 Items issued via prescription: 17,548 ↑ 1,973 (15,575)	 Referrals Made: 293 ↑ 25 (268)	 Rx Notes Issued: 135 ↑ 5 (130)
 Administrative Communications Issued (letter/emails): 297 ↑ 32 (265)	 Text Messages Sent and Received: 1,784 ↓ -84 (1,868)	 Total digital requests submitted to practice: 2,051 ↓ -512 (2,563)
 Appointments - Total: 2,925 ↑ 1,054 (1,871)	 Appointments - Seen: 2,117 (72.376%) ↑ 439 (1,678)	 Appointments - DNA: 808 (27.624%) ↑ 615 (193)