




 **5,124**  
↑ 440 (4,684)  
Total number of calls to surgery:

 **3,277**  
↑ 1,000 (2,277)  
Number of calls answered within two minutes:


 **213**  
↑ 8 (205)  
Number of calls abandoned:


 **16,722**  
↑ 2,533 (14,189)  
Items issued via prescription:


 **333**  
↑ 50 (283)  
Referrals Made:


 **121**  
↑ 11 (110)  
Rx Notes Issued:


 **329**  
↑ 97 (232)  
Administrative Communications Issued (Jethru/emails):

 **646**  
↑ 245 (401)  
Text Messages Sent and Received:

 **2,298**  
↑ 503 (1,795)  
Total digital requests submitted to practice:

 **1,944**  
↑ 252 (1,692)  
Appointments - Total:

 **1,737 (89.352%)**  
↑ 229 (1,508)  
Appointments - Seen:

 **207 (10.648%)**  
↑ 23 (184)  
Appointments - DNA: