





 **4,898**  
↓ -1,502 (6,400)  
Total number of calls to surgery:


 **3,178**  
↑ 337 (2,841)  
Number of calls answered within two minutes:


 **152**  
↓ -37 (189)  
Number of calls abandoned:


 **15,575**  
↑ 1 (15,574)  
Items issued via prescription:


 **268**  
↑ 39 (229)  
Referrals Made:


 **130**  
↑ 21 (109)  
Pill Notes Issued:


 **265**  
↑ 72 (193)  
Administrative Communications Issued (letters/emails):

 **1,868**  
↑ 1,368 (500)  
Text Messages Sent and Received:

 **2,563**  
↑ 800 (1,763)  
Total digital requests submitted to practice:

 **1,871**  
↑ 200 (1,671)  
Appointments - Total:

 **1,678 (89.685%)**  
↑ 155 (1,523)  
Appointments - Seen:

 **193 (10.315%)**  
↑ 45 (148)  
Appointments - DNA: