

 Total number of calls to surgery: 4,867 ↓ -542 (5,409)	 Number of calls answered within two minutes: 3,017 ↓ -583 (3,600)	 Number of calls abandoned: 225 ↑ 83 (142)
 Items issued via prescription: 14,998 ↓ -264 (15,262)	 Referrals Made: 266 ↑ 18 (248)	 Rx Notes Issued: 106 ↓ -7 (113)
 Administrative Communications Issued (Orders/emails): 127 ↓ -34 (161)	 Text Messages Sent and Received: 403 ↓ -2 (405)	 Total digital requests submitted to practice: 2,321 ↑ 369 (1,952)
 Appointments - Total: 1,920 ↑ 224 (1,696)	 Appointments - Swcn: 1,695 (88.281%) ↑ 192 (1,503)	 Appointments - CNA: 225 (11.719%) ↑ 32 (193)