



2,238

↑ 112 (2,126)

Total number of calls to surgery:



1,342

↑ 270 (1,072)

Number of calls answered within two minutes:



207

↓ -68 (275)

Number of calls abandoned:



12,895

↓ -412 (13,307)

Items issued via prescription:



183

↑ 57 (126)

Referrals Made:



93

↓ -17 (110)

Fit Notes Issued:



2,515

↑ 1,094 (1,421)

Administrative Communications Issued (letters/emails):



213

↑ 19 (194)

Text Messages Sent and Received:



1,168

↑ 229 (939)

Total digital requests submitted to practice:



1,458

↑ 194 (1,264)

Appointments - Total:



1,369 (93.896%)

↑ 203 (1,166)

Appointments - Seen:



89 (6.104%)

↓ -9 (98)

Appointments - DNA: