



4,685

↑ 2,447 (2,238)

Total number of calls to surgery:



2,269

↑ 927 (1,342)

Number of calls answered within two minutes:



1,160

↑ 953 (207)

Number of calls abandoned:



13,344

↑ 449 (12,895)

Items issued via prescription:



122

↓ -61 (183)

Referrals Made:



114

↑ 21 (93)

Fit Notes Issued:



5,052

↑ 2,537 (2,515)

Administrative Communications Issued (letters/emails):



4,058

↑ 3,845 (213)

Text Messages Sent and Received:



947

↓ -221 (1,168)

Total digital requests submitted to practice:



1,321

↓ -137 (1,458)

Appointments - Total:



1,198 (90.689%)

↓ -171 (1,369)

Appointments - Seen:



123 (9.311%)

↑ 34 (89)

Appointments - DNA: