



5,981
↑ 882 (5,099)

Total number of calls to surgery:




3,330
↑ 2,706 (624)

Number of calls answered within two minutes:




858
↓ -2,185 (3,043)

Number of calls abandoned:




23,843
↓ -2,866 (26,709)

Items issued via prescription:




549
↑ 87 (462)

Referrals Made:




173
↑ 8 (165)

Fit Notes Issued:




424
↑ 10 (414)

Administrative Communications Issued (letters/emails):




162
↑ 54 (108)

Text Messages Sent and Received:



1,298
↓ -28 (1,326)

Total digital requests submitted to practice:




5,887
↑ 537 (5,350)

Appointments - Total:



5,380 (91.388%)
↑ 422 (4,958)

Appointments - Seen:



507 (8.612%)
↑ 115 (392)

Appointments - DNA: