



3,037

↑ 34 (3,003)

Total number of calls to surgery:



1,270

↑ 68 (1,202)

Number of calls answered within two minutes:



111

↓ -26 (137)

Number of calls abandoned:



11,775

↓ -1,163 (12,938)

Items issued via prescription:



383

↑ 42 (341)

Referrals Made:



61

↓ -6 (67)

Fit Notes Issued:



341

↑ 9 (332)

Administrative Communications Issued (letters/emails):



1,589

↑ 230 (1,359)

Text Messages Sent and Received:



439

↓ -26 (465)

Total digital requests submitted to practice:



3,092

↑ 140 (2,952)

Appointments - Total:



2,988 (96.636%)

↑ 144 (2,844)

Appointments - Seen:



104 (3.364%)

↓ -4 (108)

Appointments - DNA: