



Total number of calls to surgery:

**4,878**

↑ 116 (4,762)



Number of calls answered within two minutes:

**4,734**

↑ 69 (4,665)



Number of calls abandoned:

**144**

↑ 47 (97)



Items issued via prescription:

**4,192**

↓ -90 (4,282)



Referrals Made:

**424**

↓ -7 (431)



Fit Notes Issued:

**145**

↓ -1 (146)



Administrative Communications Issued (letters/emails):

**303**

↑ 43 (260)



Text Messages Sent and Received:

**1,072**

↓ -422 (1,494)