



Total number of calls to surgery:

4,197

↓ -681 (4,878)



Number of calls answered within two minutes:

4,117

↓ -617 (4,734)



Number of calls abandoned:

80

↓ -64 (144)



Items issued via prescription:

4,101

↓ -91 (4,192)



Referrals Made:

399

↓ -25 (424)



Fit Notes Issued:

121

↓ -24 (145)



Administrative Communications Issued (letters/emails):

280

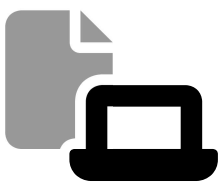
↓ -23 (303)



Text Messages Sent and Received:

1,177

↑ 105 (1,072)



Total digital requests submitted to practice:

875

↓ -65 (940)



2 715