



Total number of calls to surgery:

4,864

↑ 667 (4,197)



Number of calls answered within two minutes:

4,621

↑ 504 (4,117)



Number of calls abandoned:

243

↑ 163 (80)



Items issued via prescription:

4,210

↑ 109 (4,101)



Referrals Made:

447

↑ 48 (399)



Fit Notes Issued:

151

↑ 30 (121)



Administrative Communications Issued (letters/emails):

321

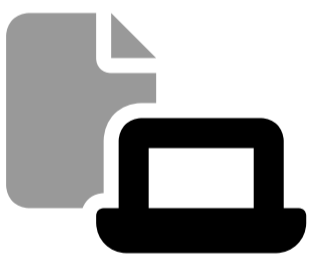
↑ 41 (280)



Text Messages Sent and Received:

1,342

↑ 165 (1,177)



Total digital requests submitted to practice:

217

↓ -658 (875)



1112