



Total number of calls to surgery:

4,153
↓ -711 (4,864)



Number of calls answered within two minutes:

4,067
↓ -554 (4,621)



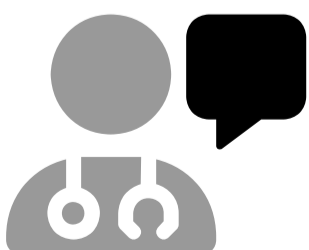
Number of calls abandoned:

86
↓ -157 (243)



Items issued via prescription:

4,080
↓ -130 (4,210)



Referrals Made:

343
↓ -104 (447)



Fit Notes Issued:

128

↓ -23 (151)



Administrative Communications Issued (letters/emails):

275

↓ -46 (321)



Text Messages Sent and Received:

2,159

↑ 817 (1,342)