



4,110

↓ -501 (4,611)

Total number of calls to surgery:



4,022

↓ -539 (4,561)

Number of calls answered within two minutes:



88

↓ -16 (104)

Number of calls abandoned:



4,188

↓ -82 (4,270)

Items issued via prescription:



278

↓ -132 (410)

Referrals Made:



108

↓ -32 (140)

Fit Notes Issued:



211

↓ -89 (300)

Administrative Communications Issued (letters/emails):



1,320

↓ -230 (1,550)

Text Messages Sent and Received:



912

↓

-139 (1,051)

Total digital requests submitted to practice:



3,590

↓

-796 (4,386)

Appointments - Total:



3,413 (95.07%)

↓ -777 (4,190)

Appointments - Seen:



177 (4.93%)

↓ -19 (196)

Appointments - DNA: