



4,637

↑ 527 (4,110)

Total number of calls to surgery:



4,557

↑ 535 (4,022)

Number of calls answered within two minutes:



80

↓ -8 (88)

Number of calls abandoned:



4,369

↑ 181 (4,188)

Items issued via prescription:



379

↑ 101 (278)

Referrals Made:



160

↑ 52 (108)

Fit Notes Issued:



316

↑ 105 (211)

Administrative Communications Issued (letters/emails):



1,416

↑ 96 (1,320)

Text Messages Sent and Received:



978

↑ 66 (912)

Total digital requests submitted to practice:



4,070

↑ 480 (3,590)

Appointments - Total:



3,917 (96.241%)

↑ 504 (3,413)

Appointments - Seen:



153 (3.759%)

↓ -24 (177)

Appointments - DNA: