



4,881

↑ 317 (4,564)

Total number of calls to surgery:



4,349

↑ 211 (4,138)

Number of calls answered within two minutes:



526

↑ 101 (425)

Number of calls abandoned:



4,289

↑ 196 (4,093)

Items issued via prescription:



396

↓ -28 (424)

Referrals Made:



134

↑ 2 (132)

Fit Notes Issued:



275

↑ 7 (268)

Administrative Communications Issued (letters/emails):



1,731

↑ 310 (1,421)

Text Messages Sent and Received:



1,019

↓ -2 (1,021)

Total digital requests submitted to practice: