



4,421

↑ 10 (4,411)

Total number of calls to surgery:



3,943

↑ 34 (3,909)

Number of calls answered within two minutes:



478

↓ -24 (502)

Number of calls abandoned:



4,141

↑ 90 (4,051)

Items issued via prescription:



299

↓ -29 (328)

Referrals Made:



137

↓ -1 (138)

Fit Notes Issued:



250

↓ -15 (265)

Administrative Communications Issued (letters/emails):



1,292

↓ -22 (1,314)

Text Messages Sent and Received:



901

↓ -26 (927)

Total digital requests submitted to practice:



3,825

↑ 57 (3,768)

Appointments - Total:



3,624 (94.745%)

↑ 41 (3,583)



201 (5.255%)

↑ 16 (185)

Appointments - DNA: