



5,247

↑ 531 (4,716)

Total number of calls to surgery:



4,738

↑ 392 (4,346)

Number of calls answered within two minutes:



508

↑ 138 (370)

Number of calls abandoned:



4,257

↑ 215 (4,042)

Items issued via prescription:



369

↑ 79 (290)

Referrals Made:



153

↑ 23 (130)

Fit Notes Issued:



280

↓ -28 (308)

Administrative Communications Issued (letters/emails):



2,026

↑ 632 (1,394)

Text Messages Sent and Received:



1,021

↑ 26 (995)

Total digital requests submitted to practice:



4,081

↑ 393 (3,688)

Appointments - Total: