



4,496

↓ -360 (4,856)

Total number of calls to surgery:



4,077

↓ -340 (4,417)

Number of calls answered within two minutes:



417

↓ -22 (439)

Number of calls abandoned:



3,988

↓ -257 (4,245)

Items issued via prescription:



273

↓ -105 (378)

Referrals Made:



133

↓ -17 (150)

Fit Notes Issued:



320

↓ -20 (340)

Administrative Communications Issued (letters/emails):



3,154

↑ 1,563 (1,591)

Text Messages Sent and Received:



1,028

↑ 27 (1,001)

Total digital requests submitted to practice:



3,053

↓ -1,100 (4,153)

Appointments - Total: