



**6,297**

↑ 1,276 (5,021)

Total number of calls to surgery:



**3,652**

↑ 415 (3,237)

Number of calls answered within two minutes:



**501**

↑ 240 (261)

Number of calls abandoned:



**26,276**

↑ 2,845 (23,431)

Items issued via prescription:



**568**

↑ 207 (361)

Referrals Made:



**220**

↑ 49 (171)

Fit Notes Issued:



**374**

↓ -41 (415)

Administrative Communications Issued (letters/emails):



**1,506**

↑ 1,501 (5)

Text Messages Sent and Received:



**1,737**

↑ 144 (1,593)

Total digital requests submitted to practice:



**7,567**

↑ 1,872 (5,695)

Appointments - Total:



**7,363 (97.304%)**

↑ 1,820 (5,543)

Appointments - Seen:



**204 (2.696%)**

↑ 52 (152)

Appointments - DNA: