



**5,700**  
↓ -503 (6,203)

Total number of calls to surgery:




**3,559**  
↓ -68 (3,627)

Number of calls answered within two minutes:




**388**  
↓ -148 (536)

Number of calls abandoned:




**23,297**  
↑ 118 (23,179)

Items issued via prescription:



**500**  
↑ 77 (423)

Referrals Made:




**157**  
↓ -17 (174)

Fit Notes Issued:




**421**  
↓ -23 (444)

Administrative Communications Issued (letters/emails):




**5**  
↑ 2 (3)

Text Messages Sent and Received:




**1,494**  
↓ -12 (1,506)

Total digital requests submitted to practice:




**6,497**  
↓ -240 (6,737)

Appointments - Total:



**6,343 (97.63%)**  
↓ -236 (6,579)

Appointments - Seen:



**154 (2.37%)**  
↓ -4 (158)

Appointments - DNA: