




6,209
↑ 110 (6,099)

Total number of calls to surgery:



4,163
↓ -9 (4,172)

Number of calls answered within two minutes:



346
↑ 41 (305)

Number of calls abandoned:



25,286
↓ -633 (25,919)

Items issued via prescription:




458
↓ -71 (529)

Referrals Made:



172
↓ -5 (177)

Fit Notes Issued:




449
↓ -45 (494)

Administrative Communications Issued (letters/emails):




3
= 0 (3)

Text Messages Sent and Received:



1,598
↓ -13 (1,611)

Total digital requests submitted to practice:



6,936
↓ -93 (7,029)

Appointments - Total:



6,776 (97.693%)
↓ -113 (6,889)

Appointments - Seen:



160 (2.307%)
↑ 20 (140)

Appointments - DNA: