

Background Information

The Village Surgery - December 2023

**1,858**

↓ -128 (1,986)

Total number of calls to surgery:

**1,762**

↑ 60 (1,702)

Number of calls answered within two minutes:

**57**

↓ -7 (64)

Number of calls abandoned:

**1,401**

↓ -23 (1,424)

Items issued via prescription:

**75**

↓ -29 (104)

Referrals Made:

**44**

↓ -9 (53)

Fit Notes Issued:

**59**

↓ -10 (69)

Administrative Communications Issued (letters/emails):

**721**

↑ 45 (676)

Text Messages Sent and Received:

**74**

↓ -27 (101)

Total digital requests submitted to practice:

**1,343**

↓ -461 (1,804)

Appointments - Total:

**1,240 (92.331%)**

↓ -433 (1,673)

Appointments - Seen:

**103 (7.669%)**

↓ -28 (131)

Appointments - DNA: