

Background Information

The Village Surgery - October 2023

**2,031**

↑ 192 (1,839)

Total number of calls to surgery:

**1,759**

↑ 1,551 (208)

Number of calls answered within two minutes:

**72**

↑ 1 (71)

Number of calls abandoned:

**1,465**

↑ 86 (1,379)

Items issued via prescription:

**103**

↑ 18 (85)

Referrals Made:

**48**

↓ -3 (51)

Fit Notes Issued:

**66**

= 0 (66)

Administrative Communications Issued (letters/emails):

**642**

↓ -178 (820)

Text Messages Sent and Received:

**96**

↑ 15 (81)

Total digital requests submitted to practice:

**2,069**

↑ 64 (2,005)

Appointments - Total:

**1,911 (92.363%)**

↑ 19 (1,892)

Appointments - Seen:

**158 (7.637%)**

↑ 45 (113)

Appointments - DNA: