



2,168

= 0 (2,168)

Total number of calls to surgery:



1,919

↓ -179 (2,098)

Number of calls answered within two minutes:



70

= 0 (70)

Number of calls abandoned:



1,465

= 0 (1,465)

Items issued via prescription:



99

↑ 28 (71)

Referrals Made:



68

↑ 6 (62)

Fit Notes Issued:



71

↓ -16 (87)

Administrative Communications Issued (letters/emails):



777

↑ 230 (547)

Text Messages Sent and Received:



104

↓ -7 (111)

Total digital requests submitted to practice:



1,664

↓ -117 (1,781)

Appointments - Total:



1,572 (94.471%)

↓ -99 (1,671)

Appointments - Seen:



92 (5.529%)

↓ -18 (110)

Appointments - DNA: