



26,803

↑ 2,798 (24,005)

Total number of calls to surgery:



7,398

↓ -2,910 (10,308)

Number of calls abandoned:



5,640

↑ 368 (5,272)

Items issued via prescription:



491

↑ 77 (414)

Referrals Made:



1,195

↑ 435 (760)

Administrative Communications Issued (letters/emails):



1,730

↑ 449 (1,281)

Text Messages Sent and Received:



5,671

↑ 679 (4,992)

Appointments - Total:



5,396 (95.151%)

↑ 713 (4,683)

Appointments - Seen:



275 (4.849%)

↓ -34 (309)

Appointments - DNA: