Activity Data for November 2023

Total number of calls to surgery:	**29,836** ↓ -2,220 (32,056)
Number of calls abandoned:	**908** ↓ -62 (970)
Items issued via prescription:	**5,598** ↓ -420 (6,018)
Referrals Made:	**492** ↑ 6 (486)
Administrative Communications Issued (letters/emails):	**974** ↓ -184 (1,158)
Text Messages Sent and Received:	**1,537** ↓ -249 (1,786)
Appointments - Total:	**7,428** ↓ -157 (7,585)
Appointments - Seen:	**5,553 (74.758%)** ↓ -420 (5,973)
Appointments - DNA:	**1,875 (25.242%)** ↑ 263 (1,612)