

## PCIP Data per month - August 2025

No. of calls to the surgery	14059	
Number of calls answered in two mins*	0	*automated data retrieval not possible from our telephony software
Number of calls abandoned	3451	
Items issued via prescription	19,763	
Referrals Made	348	
Fit Notes (Med3s) issued	133	
Administrative Comms. Issued (letters/emails)	1076	
Text messages sent and received	1464	
Total digital requests submitted to the practice	1704	