

## PCIP Data per month - February 2025

<b>No. of calls to the surgery</b>	9201	
<b>Number of calls answered in two mins*</b>	0	*automated data retrieval not possible from our telephony software
<b>Number of calls abandoned</b>	3478	
<b>Items issued via prescription</b>	20282	
<b>Referrals Made</b>	384	
<b>Fit Notes (Med3s) issued</b>	186	
<b>Administrative Comms. Issued (letters/emails)</b>	1180	
<b>Text messages sent and received</b>	1153	
<b>Total digital requests submitted to the practice</b>	1578	