

## PCIP Data per month - February 2023

<b>No. of calls to the surgery</b>	15379	
<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>	3017	
<b>Items issued via prescription</b>	20911	
<b>Referrals Made</b>	495	
<b>Fit Notes (Med3s) issued</b>	170	
<b>Administrative Comms. Issued (letters/emails)</b>	931	
<b>Text messages sent and received</b>	673	
<b>Total digital requests submitted to the practice</b>	906	