

PCIP Data per month -January 2026

No. of calls to the surgery	16,277	
Number of calls answered in two mins*	0	*automated data retrieval not possible from our telephony software
Number of calls abandoned	4,253	
Items issued via prescription	20,010	
Referrals Made	324	
Fit Notes (Med3s) issued	187	
Administrative Comms. Issued (letters/emails)	1201	
Text messages sent and received	1554	
Total digital requests submitted to the practice	1897	