

PCIP Data per month - January 2025

No. of calls to the surgery	9127	
Number of calls answered in two mins*	0	*automated data retrieval not possible from our telephony software
Number of calls abandoned	2926	
Items issued via prescription	20556	
Referrals Made	411	
Fit Notes (Med3s) issued	157	
Administrative Comms. Issued (letters/emails)	1160	
Text messages sent and received	1201	
Total digital requests submitted to the practice	1682	