

## PCIP Data per month - August 2023

No. of calls to the surgery	9014	
Number of calls answered in two mins*	0	*automated data retrieval not possible from our telephony software
Number of calls abandoned	3126	
Items issued via prescription	24080	
Referrals Made	480	
Fit Notes (Med3s) issued	142	
Administrative Comms. Issued (letters/emails)	1112	
Text messages sent and received	761	
Total digital requests submitted to the practice	1000	