

## PCIP Data per month -November 2025

No. of calls to the surgery	13996	
Number of calls answered in two mins*	0	*automated data retrieval not possible from our telephony software
Number of calls abandoned	3334	
Items issued via prescription	18,388	
Referrals Made	323	
Fit Notes (Med3s) issued	165	
Administrative Comms. Issued (letters/emails)	1070	
Text messages sent and received	1591	
Total digital requests submitted to the practice	1688	