

## Victoria Gardens Surgery - December 2025

4,309

400(3,909)

**Total number of calls to surgery:**

1,759

-166(1,925)

**Number of calls answered within two minutes:**

636

170(466)

**Number of calls abandoned:**

19,775

2,254(17,521)

**Items issued via prescription:**

180

-4(184)

**Referrals Made:**

160

19(141)

**Fit Notes Issued:**

288

97(191)

**Administrative Communications Issued (letters/emails):**

769

-947(1,716)

**Text Messages Sent and Received:**

2,459

32(2,427)

**Total digital requests submitted to practice:**

2,974

107(2,867)

**Appointments - Total:**

2,598 (87.357%)

76(2,522)

**Appointments - Seen:**

376 (12.643%)

31(345)

**Appointments - DNA:**