

December 2022 – GP Activity Data – Llansamlet Surgery

Telephony		Number
●	Telephony Data - Total number of calls to surgery	4201
●	Telephony Data - Number of calls answered within two minutes	1433
●	Telephony Data - Number of calls abandoned	547
Prescriptions		Number
●	Items issued via prescription	22199
Referrals		Number
●	Referrals Made	355
Med3s		Number
●	Med3s Issued	187
Administrative Communications		Number
●	Administrative Communications Issued (letters/emails)	2524
Text Messages		Number
●	Text Messages Sent and Received	302
Digital Requests		Number
●	Total digital requests submitted to practice (via both specific platforms, such as eConsult, or email)	1211