

April 2023 – GP Activity Data – Llansamlet Surgery

Telephony		Number
●	Telephony Data - Total number of calls to surgery	22495
●	Telephony Data - Number of calls answered within two minutes	1939
●	Telephony Data - Number of calls abandoned	17789
Prescriptions		Number
●	Items issued via prescription	20744
Referrals		Number
●	Referrals Made	321
Med3s		Number
●	Med3s Issued	162
Administrative Communications		Number
●	Administrative Communications Issued (letters/emails)	2372
Text Messages		Number
●	Text Messages Sent and Received	313
Digital Requests		Number
●	Total digital requests submitted to practice (via both specific platforms, such as eConsult, or email)	1250