

June 2023 – GP Activity Data – Llansamlet Surgery

Telephony		Number
●	Telephony Data - Total number of calls to surgery	16924
●	Telephony Data - Number of calls answered within two minutes	2691
●	Telephony Data - Number of calls abandoned	12738
Prescriptions		Number
●	Items issued via prescription	22438
Referrals		Number
●	Referrals Made	728
Med3s		Number
●	Med3s Issued	210
Administrative Communications		Number
●	Administrative Communications Issued (letters/emails)	3263
Text Messages		Number
●	Text Messages Sent and Received	389
Digital Requests		Number
●	Total digital requests submitted to practice (via both specific platforms, such as eConsult, or email)	1490