

March 2023 – GP Activity Data – Llansamlet Surgery

Telephony		Number
●	Telephony Data - Total number of calls to surgery	24390
●	Telephony Data - Number of calls answered within two minutes	2890
●	Telephony Data - Number of calls abandoned	18574
Prescriptions		Number
●	Items issued via prescription	23010
Referrals		Number
●	Referrals Made	601
Med3s		Number
●	Med3s Issued	225
Administrative Communications		Number
●	Administrative Communications Issued (letters/emails)	2819
Text Messages		Number
●	Text Messages Sent and Received	439
Digital Requests		Number
●	Total digital requests submitted to practice (via both specific platforms, such as eConsult, or email)	1509