

### May 2023 – GP Activity Data – Llansamlet Surgery

Telephony		Number
●	Telephony Data - Total number of calls to surgery	26099
●	Telephony Data - Number of calls answered within two minutes	2255
●	Telephony Data - Number of calls abandoned	20943
Prescriptions		Number
●	Items issued via prescription	22972
Referrals		Number
●	Referrals Made	444
Med3s		Number
●	Med3s Issued	205
Administrative Communications		Number
●	Administrative Communications Issued (letters/emails)	2416
Text Messages		Number
●	Text Messages Sent and Received	407
Digital Requests		Number
●	Total digital requests submitted to practice (via both specific platforms, such as eConsult, or email)	1432