

August 2023 – GP Activity Data – Llansamlet Surgery

| Telephony | | Number |
|-------------------------------|--|--------|
| ● | Telephony Data - Total number of calls to surgery | 12574 |
| ● | Telephony Data - Number of calls answered within two minutes | 2236 |
| ● | Telephony Data - Number of calls abandoned | 6913 |
| Prescriptions | | Number |
| ● | Items issued via prescription | 22647 |
| Referrals | | Number |
| ● | Referrals Made | 556 |
| Med3s | | Number |
| ● | Med3s Issued | 213 |
| Administrative Communications | | Number |
| ● | Administrative Communications Issued (letters/emails) | 2637 |
| Text Messages | | Number |
| ● | Text Messages Sent and Received | 466 |
| Digital Requests | | Number |
| ● | Total digital requests submitted to practice (via both specific platforms, such as eConsult, or email) | 1303 |