

September 2023 – GP Activity Data – Llansamlet Surgery

Telephony		Number
●	Telephony Data - Total number of calls to surgery	15119
●	Telephony Data - Number of calls answered within two minutes	1485
●	Telephony Data - Number of calls abandoned	9152
Prescriptions		Number
●	Items issued via prescription	22028
Referrals		Number
●	Referrals Made	647
Med3s		Number
●	Med3s Issued	222
Administrative Communications		Number
●	Administrative Communications Issued (letters/emails)	2477
Text Messages		Number
●	Text Messages Sent and Received	2181
Digital Requests		Number
●	Total digital requests submitted to practice (via both specific platforms, such as eConsult, or email)	1243