Wales

Swansea Bay

Penderi

Manselton Surgery

Background Information

Manselton Surgery - November 2023



4 28,364

↓ -38,048 (66,412)

Total number of calls to surgery:



13,421

√ -3,413 (16,834)

Number of calls answered within two minutes:



6,347

↓ -15,017 (21,364)

Number of calls abandoned:



12,252

↓ -332 (12,584)

Items issued via prescription:



154

个 30 (124)



Fit Notes Issued:

1 4 (92)



↓ -76 (809)

Administrative Communications Issued (letters/emails):



= 00

Text Messages Sent and Received:



个 57 (89)

Total digital requests submitted to practice:



2,051

↑ 202 (1,849)

Appointments - Total:



1,927 (93.954%)

个 141 (1,786)

Appointments - Seen:



124 (6.046%)

个 61 (63)

Appointments - DNA: