Swansea Bay

Penderi

Manselton Surgery

Background Information

Manselton Surgery - February 2024



4 35,678

1 2,464 (33,214)

Total number of calls to surgery:



18,061

个 650 (17,411)



× 15,461

个 949 (14,512)

Number of calls abandoned:



11,236

↓ -1,360 (12,596)

Items issued via prescription:



Referrals Made:

149

个 9 (140)



Fit Notes Issued:

个 2 (100)



√ -68 (726)

Administrative Communications Issued (letters/emails):



= 00

Text Messages Sent and Received:



个 5 (174)

Total digital requests submitted to practice:



1,848

↓ -129 (1,977)



1,789 (96.807%)

↓ -121 (1,910)



59 (3.193%)

↓ -8 (67)

Appointments - DNA: