Swansea Bay

Bay

Manselton Surgery

Background Information

Manselton Surgery - January 2024



4 33,214

↓ -1,457 (34,671)

Total number of calls to surgery:



17,411

1,097 (16,314)

Number of calls answered within two minutes



× 14,512

个 3,221 (11,291)

Number of calls abandoned:



12,596

个 867 (11,729)

Items issued via prescription:



Referrals Made:

140

个 50 (90)



Fit Notes Issued:

100

12 (88)



726

个 233 (493)

Administrative Communications Issued (letters/emails):



U

= 00

Text Messages Sent and Received:



174

↓ -85 (259)

Total digital requests submitted to practice:



1,977

↑ 328 (1,649)

Appointments - Total:



1,910 (96.611%)

个 341 (1,569)

Appointments - Seer



67 (3.389%)

↓ -13 (80)

Appointments - DNA: