



Llywodraeth Cymru  
Welsh Government

PUBLICATION, DOCUMENT

# General practice activity: April 2024 to June 2024

Information on appointments in general practices including analysis of mode, type of practitioner and consultation; and selected additional activities for April 2024 to June 2024.

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# Contents

[Main points](#)

[Notes](#)

[Data revision](#)

[Contact details](#)

# Main points

## Between April and June 2024

- There were an estimated 4.8 million appointments scheduled in general practices, an increase of 2.2% from the same quarter in the previous year.
- 94.8% of appointments were attended, a decrease of 0.2 percentage points from the same quarter in the previous year.
- There were an estimated 78,000 appointments scheduled per working day, a decrease of 1.1% from the same quarter in the previous year and an estimated 74,000 appointments were attended per working day, a decrease of 1.3% from the same quarter in the previous year.
- 65.2% of attended appointments were face-to-face, an increase of 2.3 percentage points from the same quarter in the previous year.
- 33.6% of attended appointments were remote, a decrease of 2.3 percentage points from the same quarter in the previous year.
- 68.2% of attended appointments were with a GP or independent prescriber, an increase of 0.3 percentage points from the same quarter in the previous year.
- 31.8% of attended appointments were with a nurse, allied health professional or other clinical staff member, a decrease of 0.3 percentage points from the same quarter in the previous year.
- 62.9% of attended appointments were for chronic, planned or non-acute reasons, an increase of 0.3 percentage points from the same quarter in the previous year.
- 37.1% of attended appointments were for urgent or acute reasons, a decrease of 0.3 percentage points from the same quarter in the previous year.

In addition to appointments, there were:

- 410,000 referrals for specialist services and 160,000 fit notes issued
- 7.0 million calls received, equivalent to 110,000 per working day. Six out of ten calls were answered within two minutes
- 1.8 million letters or emails issued, 1.3 million text messages sent and received, and 1.5 million digital requests submitted

## Notes

This publication is based on data extracted from the Primary Care Information Portal on 6 September 2024.

## Data revision

Data for July 2023 to March 2024 have been revised in line with our [planned revisions policy](#). There were small changes at Wales level with changes ranging between less than 0.1% and 0.3% for the appointments data and between less than 0.1% and 2.5% for selected additional activities data.

The data for October 2024 to June 2024 will be revised in the next publication.

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