

Unscheduled Care Operational Statistics
Official Statistics in Development
Weekly Statistics

Please read all accompanying notes and definitions before interpreting the data.

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Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 26/11/2023 to 18/02/2024

Notes:

- 1) This document is Official Statistics in Development.
- 2) The statistics in this weekly update cover NHS 24 activity only, and include new data for the previous 4 weeks. Data for the most recent 3 weeks should be treated as provisional.

Definitions

Indicator	Definition	Format
Overall Call Volume	The total number of calls made to the NHS 24 Service. As well as answered and abandoned calls the figure includes ringback requests.	Number
Overall Connected	Calls which are picked up by NHS 24 skillsets, includes successful ringback attempts from the Virtual Queue.	Number
Median Time to Answer	The time in which 50% of patients are answered by 111 service.	hh:mm:ss
Time to Answer 90% of Calls	The time in which 90% of patients are answered by 111 service.	hh:mm:ss
Caller Discontinued	Percentage of callers where source number abandons at least twice after 5 minute threshold with no call answered within a calendar day.	Percentage
Overall Avg Patient Journey	Mean Time of when calls enter queue for advisor (when phone starts ringing for an advisor) - to when the final endpoint is entered indicating that the triage from NHS 24 is complete or when call is abandoned.	hh:mm:ss
Triaged at First Contact	Based on Contact Records (episode of care) - this percentage monitors the number of records which are triaged on the initial inbound call without need for calling patient back.	Percentage
Health Board	The Health Board where the patient / endpoint data is sent.	Text
Primary Care (PCARE)	This measure reports the proportion of 111 calls where the outcome is a direct referral to Out of Hours service, such as GP Telephone Advice or attending Urgent Care Centre to see a GP. This also includes advice to Contact Own GP with no onward referral to rest of system.	Number
Secondary Care (SCARE)	This measure will report the proportion of 111 calls where the outcome is direct referral to Emergency Departments/Minor Injury Unit, referral into Flow Navigation Centre (FNC) for further virtual consultation, or 999 referral to Scottish Ambulance Service.	Number
Self Care/No Partner Action (SLFC_NPA)	This measure will report the proportion of 111 calls where the outcome is direct self-care by NHS 24 or where the outcomes is advice to contact another health care professional, including pharmacist, optometrist, dentist and midwife.	Number

Table 1

Calendar day	22/01/2024	23/01/2024	24/01/2024	25/01/2024	26/01/2024	27/01/2024	28/01/2024	29/01/2024	30/01/2024	01/02/2024	02/02/2024	03/02/2024	04/02/2024	05/02/2024	06/02/2024	07/02/2024	08/02/2024	09/02/2024	10/02/2024	11/02/2024	12/02/2024	13/02/2024	14/02/2024	15/02/2024	16/02/2024	17/02/2024	18/02/2024	
Overall Call Volume	3,563	3,542	3,223	3,289	3,435	7,789	7,824	3,592	3,182	3,292	3,052	3,534	7,983	7,692	3,666	3,223	3,118	3,168	3,213	8,044	7,694	3,602	3,315	3,141	3,480	3,454	7,925	7,534
Overall Calls Connected	2,960	3,109	2,813	2,756	2,576	5,789	5,949	2,865	2,697	2,663	2,487	2,904	6,723	6,139	2,783	2,608	2,374	2,518	2,736	6,480	6,178	2,905	2,642	2,678	2,950	2,665	5,967	5,641
Caller Disconnected	0.13%	0.17%	0.14%	0.18%	0.49%	0.63%	0.68%	0.39%	0.22%	0.41%	0.44%	0.17%	0.13%	0.49%	0.85%	0.29%	0.51%	0.23%	0.11%	0.39%	0.58%	0.59%	0.37%	0.19%	0.14%	0.56%	0.92%	0.32%
Overall Avg Patient Journey Time	00:29:29	00:27:16	00:27:24	00:28:38	00:37:07	00:47:06	00:49:14	00:31:24	00:33:07	00:34:35	00:34:35	00:30:27	00:39:29	00:49:17	00:36:41	00:34:06	00:38:31	00:34:18	00:33:13	00:46:17	00:47:80	00:31:28	00:36:46	00:29:50	00:27:56	00:38:07	00:50:59	00:58:55
Triaged at First Contact %	99.30%	98.98%	99.65%	98.29%	97.69%	92.36%	93.23%	97.55%	98.73%	99.08%	99.26%	95.14%	91.80%	94.73%	98.08%	99.18%	99.91%	97.52%	95.25%	90.44%	92.52%	99.29%	97.51%	97.89%	98.91%	95.86%	91.19%	93.33%
Median Time to Answer	00:02:57	00:03:42	00:04:45	00:05:30	00:09:43	00:24:16	00:28:16	00:08:40	00:04:22	00:09:47	00:06:01	00:06:17	00:11:19	00:22:21	00:13:39	00:08:41	00:13:51	00:05:30	00:05:19	00:18:52	00:21:05	00:06:46	00:10:44	00:03:24	00:00:49	00:07:36	00:27:09	00:36:31
90th Percentile Time to Answer	00:34:10	00:15:53	00:18:20	00:26:22	00:56:04	00:54:09	01:05:27	00:34:52	00:36:03	00:50:14	00:48:36	00:24:33	00:27:42	01:09:45	00:42:34	00:34:00	00:52:17	00:43:36	00:34:28	00:55:16	01:11:06	00:33:46	00:42:10	00:20:35	00:32:11	01:07:14	01:01:47	01:22:35

Table 2

Week Endng Date	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
Overall Call Volume	31,034	30,052	33,233	33,313	36,284	46,481	46,562	30,136	31,163	32,665	32,337	32,126	32,451
Overall Calls Connected	26,178	25,100	25,298	25,127	29,410	35,770	35,648	25,406	24,997	25,952	26,478	25,677	25,448
Caller Discontinued	0.19%	0.25%	0.61%	0.55%	0.43%	0.69%	0.81%	0.22%	0.35%	0.42%	0.31%	0.44%	0.61%
Overall Avg Patient Journey Time	00:33:10	00:33:33	00:41:04	00:43:34	00:41:55	00:45:27	00:51:16	00:34:26	00:38:60	00:38:41	00:38:20	00:41:08	00:43:19
Triaged at First Contact %	95.81%	95.60%	95.94%	95.17%	93.44%	92.18%	92.83%	95.30%	95.08%	96.01%	95.57%	94.67%	95.28%
Median Time to Answer	00:07:26	00:07:35	00:16:22	00:21:05	00:08:40	00:15:08	00:20:53	00:07:28	00:12:18	00:12:08	00:11:05	00:14:51	00:15:11
90th Percentile Time to Answer	00:28:18	00:31:04	00:53:03	00:59:28	01:07:58	01:12:48	01:21:14	00:31:37	00:50:34	00:50:35	00:43:01	00:48:49	01:01:42

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Ayrshire & Arran	PCARE	999 contacted - For Information Only								1					
NHS Ayrshire & Arran	PCARE	999 contacted - For information only	233	201	221	181	165	222	231	204	191	197	208	174	177
NHS Ayrshire & Arran	PCARE	Patient given self care dental advice - For Information Only	262	258	226	226	255	261	308	229	231	241	249	240	234
NHS Ayrshire & Arran	PCARE	Patient sent to A&E via Ambulance within 1 Hr		2	1	1	1		2		1	5		1	2
NHS Ayrshire & Arran	PCARE	Pt advised to contact GUM Clinic - For Information Only	12	26	15	19	18	19	11	10	11	25	8	13	24
NHS Ayrshire & Arran	PCARE	Pt advised to contact Midwife - For Information Only										1			
NHS Ayrshire & Arran	PCARE	Pt advised to contact Orthodontist - For Information Only	111	108	84	99	91	94	94	94	97	98	104	79	97
NHS Ayrshire & Arran	PCARE	Transport to PCEC within 2 Hrs	22	25	19	17	16	11	18	18	17	21	23	18	13
NHS Ayrshire & Arran	PCARE	Triage refused - Pt terminated call - For Information Only	53	50	55	41	61	47	64	45	52	52	45	45	52
NHS Ayrshire & Arran	SCARE	Accident & Emergency (ASAP)		1	1	1		3	1	1	1	2	3	1	
NHS Ayrshire & Arran	SCARE	Accident & Emergency / MIU within 4 Hours	1	1		1		3	1		1				2
NHS Ayrshire & Arran	SCARE	Contact Breathing Space	14	8	7	15	12	15	25	15	14	5	9	16	17
NHS Ayrshire & Arran	SCARE	Contact Pharmacist	31	25	34	29	28	40	40	32	23	29	24	24	22
NHS Ayrshire & Arran	SCARE	DN (Dr) phone patient within 4 Hrs	4	5	1	1		6	3	3	2	1	1	4	2
NHS Ayrshire & Arran	SCARE	Dental Nurse - Contact Dentist within 1 hour	5	5	2	5	2	1		4	2	2	3	9	3
NHS Ayrshire & Arran	SCARE	Dental Nurse - Contact Dentist within 24 hours	5	3	2	5	7	9	6	7	7	5	3		4
NHS Ayrshire & Arran	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	4	6	7	4	6	5	1	5	5	3	3	7
NHS Ayrshire & Arran	SCARE	For Information Only		2		1				1		1			
NHS Ayrshire & Arran	SCARE	Home Visit within 1 Hr	3	4	2	1	5	6	9	3	5	2	5	3	4
NHS Ayrshire & Arran	SCARE	Home Visit within 4 Hrs	14	16	19	25	18	28	35	17	11	22	14	20	7
NHS Ayrshire & Arran	SCARE	Hub to arrange appointment within 24 hours	46	45	53	38	43	60	61	34	49	41	50	38	57
NHS Ayrshire & Arran	SCARE	Hub to arrange contact with Clinician within 1 hour	58	65	46	52	68	103	79	38	73	58	49	40	45
NHS Ayrshire & Arran	SCARE	PCEC within 2 Hrs	122	98	106	119	126	156	157	103	111	120	111	84	107
NHS Ayrshire & Arran	SCARE	Patient advised to contact CPN Team - For Info Only	201	229	221	213	240	327	327	226	202	257	240	238	223
NHS Ayrshire & Arran	SCARE	Patient advised to contact dental advice line - Info Only	564	515	581	583	793	1,117	1,108	557	539	555	632	631	604
NHS Ayrshire & Arran	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	127	82	72	84	136	78	84	115	98	119	79	117	101
NHS Ayrshire & Arran	SCARE	Self Care	22	15	10	24	10	15	19	11	13	17	10	7	5
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	11	11	8	11	21	6	12	10	23	13	15	16	15
NHS Ayrshire & Arran	SCARE	Speak to clinician within 1 Hr	56	69	48	62	40	35	78	63	61	56	52	71	63
NHS Ayrshire & Arran	SCARE	Transport to PCEC within 4 hrs	37	31	32	37	41	51	45	35	26	30	26	32	30
NHS Ayrshire & Arran	SCARE	Triage refused - For Information Only	57	47	59	49	56	62	77	37	38	46	59	38	54
NHS Ayrshire & Arran	SCARE	Triage refused therefore Dr requested to phone patient	138	107	161	128	215	271	248	126	129	148	123	123	116
NHS Ayrshire & Arran	SLFC_NPA	Contact Police		1				1	1						
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour						1	2	2	1		1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Pharmacist	154	154	145	106	206	234	220	151	154	128	115	153	119
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	1		3	1	4	3	1	1	2			
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	4	7	3	5	6	10	4	5	6	1	7	2	10

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	1	1		4	1	4	4		1	1	1	1	
NHS Ayrshire & Arran	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)	2	5	4	3	3	5	1	1	2		2	4	4
NHS Ayrshire & Arran	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	14	11	19	10	10	16	18	17	13	12	21	9	10
NHS Ayrshire & Arran	SLFC_NPA	Home Visit within 2 Hrs	61	64	61	47	75	82	61	82	52	50	73	71	42
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1	1	1				1	2			2	
NHS Ayrshire & Arran	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	10	11	6	6	7	11	18	10	12	14	12	10	13
NHS Ayrshire & Arran	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	203	171	201	183	237	231	247	184	194	188	189	187	187
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		1	1		2		1		2			1	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only								1			2		
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only	5	4	6	4	2	7	9	4	4	3	9	6	7
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	8	3	2	2		5	2	2	4	2	2	4	4
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				2					1		1		
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact practice - For Information Only	35	35	52	36	39	89	72	41	25	28	33	34	37
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	3	6	6	2	5	7	3	6	1	6	2	7	8
NHS Ayrshire & Arran	SLFC_NPA	Pt given TOXBASE advice - For Information Only	1												
NHS Ayrshire & Arran	SLFC_NPA	Remote & Rural A&E and Minor Injuries -Refer to Hub								1			1		
NHS Ayrshire & Arran	SLFC_NPA	Speak to clinician within 2 Hrs		1											
NHS Ayrshire & Arran	Not assigned	PCEC within 12 Hrs					1								
NHS Borders	PCARE	999 contacted - For Information Only		1				1							
NHS Borders	PCARE	999 contacted - For information only	96	91	79	69	84	112	114	76	97	66	89	85	71
NHS Borders	PCARE	Patient given self care dental advice - For Information Only	74	71	60	69	85	90	98	64	79	70	69	85	70
NHS Borders	PCARE	Patient sent to A&E via Ambulance within 1 Hr							1				1		4
NHS Borders	PCARE	Pt advised to contact GUM Clinic - For Information Only	6	8	4	11	9	11	8	4	6	6	5	5	8
NHS Borders	PCARE	Pt advised to contact Orthodontist - For Information Only	51	53	60	41	50	55	53	53	44	40	40	37	44
NHS Borders	PCARE	Speak to clinician within 4 Hrs	18	25	20	16	23	25	28	14	23	18	21	18	18
NHS Borders	PCARE	Transport to PCEC within 2 Hrs	16	7	11	14	7	12	11	8	13	12	19	11	11
NHS Borders	PCARE	Triage refused - Pt terminated call - For Information Only	17	19	21	24	20	24	32	18	26	16	18	11	21
NHS Borders	SCARE	Accident & Emergency (ASAP)	1		1						2				
NHS Borders	SCARE	Accident & Emergency / MIU within 4 Hours	2	1	2		1		1				2		
NHS Borders	SCARE	Contact Breathing Space	5	6	11	8	9	7	9	9	4	8	1	10	10
NHS Borders	SCARE	Contact Pharmacist	14	9	8	16	14	12	12	12	13	10	3	12	7
NHS Borders	SCARE	DN (Dr) phone patient within 4 Hrs	4	3	2	2	2	2	7	2	5	3	1	1	1
NHS Borders	SCARE	Dental Nurse - Contact Dentist within 1 hour	4	3	4	2	3	4	6	1	5	4	4	6	11
NHS Borders	SCARE	Dental Nurse - Contact Dentist within 24 hours	11	9	12	11	11	19	19	10	18	16	11	10	15
NHS Borders	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1			1	2	1	1	2	2	1	2	2	1
NHS Borders	SCARE	For Information Only					2				2	1			
NHS Borders	SCARE	Home Visit within 1 Hr		1				1	3	3	2	3		2	
NHS Borders	SCARE	Home Visit within 4 Hrs	9	7	7	4	10	20	20	14	11	11	12	6	

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Borders	SCARE	Hub to arrange appointment within 24 hours	21	24	17	21	24	43	31	23	23	22	13	34	24
NHS Borders	SCARE	Hub to arrange contact with Clinician within 1 hour	27	35	36	28	33	56	55	29	31	26	25	36	31
NHS Borders	SCARE	PCEC within 2 Hrs	50	37	32	34	42	49	59	43	27	33	41	36	27
NHS Borders	SCARE	Patient advised to contact CPN Team - For Info Only	64	55	46	81	68	104	105	65	62	85	86	58	62
NHS Borders	SCARE	Patient advised to contact dental advice line - Info Only	163	190	163	173	233	412	370	165	190	169	205	171	204
NHS Borders	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	41	28	33	39	36	42	47	39	48	27	44	43
NHS Borders	SCARE	Routine Appointment in					1								
NHS Borders	SCARE	Self Care	5	6	5	3	5	9	14	3	3	5	1	6	3
NHS Borders	SCARE	Speak to clinician 2 Hrs	4	8	3	2	8	4	6	8	5	2	5	9	3
NHS Borders	SCARE	Speak to clinician within 1 Hr	12	23	13	17	13	20	35	16	21	23	23	12	19
NHS Borders	SCARE	Transport to PCEC within 4 hrs	15	20	12	12	16	23	28	20	13	13	15	14	15
NHS Borders	SCARE	Triage refused - For Information Only	22	18	14	12	30	34	33	27	20	20	20	26	26
NHS Borders	SCARE	Triage refused therefore Dr requested to phone patient	46	48	54	46	76	145	114	39	49	59	41	53	49
NHS Borders	SLFC_NPA	Contact Police			1										
NHS Borders	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	6	10	6	7	5	5	5	8	3	6	4	2	5
NHS Borders	SLFC_NPA	Home Visit within 2 Hrs	32	35	18	26	27	35	44	35	22	31	29	24	20
NHS Borders	SLFC_NPA	In-Hours Action: Patient to Own GP within 4 hr	54	49	60	60	84	125	95	51	61	57	70	55	56
NHS Borders	SLFC_NPA	Not Assessed / Triage Refused							1						1
NHS Borders	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1	1								1		
NHS Borders	SLFC_NPA	Patient advised to go to A&E			1	1							1		
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	11	12	7	10	15	16	17	9	8	6	14	6	10
NHS Borders	SLFC_NPA	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	4	5	2	1	4	5	6	4	2	4		4	5
NHS Borders	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	11	8	8	5	10	7	8	4	6	2	7	7	7
NHS Borders	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	89	88	94	82	109	137	109	94	93	82	94	107	95
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only	4	2		1	2	2		2	1		2	1	
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1		2	1							
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only					1								
NHS Borders	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only			2		2		1	2		1		1	1
NHS Borders	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	3	1	2	1	3	2	3	2	1			1	2
NHS Borders	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			1										
NHS Borders	SLFC_NPA	Pt advised to contact practice - For Information Only	12	15	17	11	17	31	28	11	10	7	12	7	7
NHS Borders	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	2	7	3	7	2	3	4			4	7	2	4
NHS Borders	SLFC_NPA	Speak to clinician within 2 Hrs				1									
NHS Borders	SLFC_NPA	Triage Refused/Not Assessed									1				
NHS Borders	Not assigned	PCEC within 12 Hrs				1									
NHS Dumfries & Gallo	PCARE	999 contacted - For Information Only									1				1
NHS Dumfries & Gallo	PCARE	999 contacted - For information only	136	158	134	123	139	153	157	123	123	120	137	133	164
NHS Dumfries & Gallo	PCARE	Patient given self care dental advice - For Information Only	138	131	122	121	114	131	149	112	120	136	127	138	118

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Dumfries & Gallo	PCARE	Patient sent to A&E via Ambulance within 1 Hr	1	1		1	1	1			1	2	2	2	
NHS Dumfries & Gallo	PCARE	Pt advised to contact GUM Clinic - For Information Only	7	11	14	14	14	11	14	12	16	11	6	14	9
NHS Dumfries & Gallo	PCARE	Pt advised to contact Orthodontist - For Information Only	68	61	73	66	67	44	70	58	64	54	71	79	56
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs	18	17	11	12	8	9	12	16	16	22	15	16	10
NHS Dumfries & Gallo	PCARE	Triage refused - Pt terminated call - For Information Only	45	32	25	35	35	36	40	39	43	36	27	37	32
NHS Dumfries & Gallo	SCARE	Contact Breathing Space	7	15	20	5	10	13	18	13	9	9	9	7	15
NHS Dumfries & Gallo	SCARE	Contact Pharmacist	15	11	16	18	28	34	21	17	23	10	23	15	28
NHS Dumfries & Gallo	SCARE	DN (Dr) phone patient within 4 Hrs	4	4	1	1	1	4	1	1	3	2		2	
NHS Dumfries & Gallo	SCARE	Dental Nurse - Contact Dentist within 1 hour	2	3	3	2	7	2	2	3	1	2	3	1	1
NHS Dumfries & Gallo	SCARE	Dental Nurse - Contact Dentist within 24 hours	1	3	4	2	2	6	6	3	5	3	2	1	2
NHS Dumfries & Gallo	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	4	2	2	5	5	4	4	5	3	2	4	3
NHS Dumfries & Gallo	SCARE	For Information Only	1				1	1		1			1	1	
NHS Dumfries & Gallo	SCARE	Home Visit within 1 Hr	3	3	5	3	3	2	4	3	6	3	2		5
NHS Dumfries & Gallo	SCARE	Home Visit within 4 Hrs	16	14	9	13	12	30	15	16	6	11	9	11	23
NHS Dumfries & Gallo	SCARE	Hub to arrange appointment within 24 hours	42	30	47	30	34	61	57	26	34	48	42	37	25
NHS Dumfries & Gallo	SCARE	Hub to arrange contact with Clinician within 1 hour	42	47	49	44	55	78	64	49	40	56	39	49	58
NHS Dumfries & Gallo	SCARE	PCEC within 2 Hrs	64	55	51	63	60	103	98	56	57	43	69	50	60
NHS Dumfries & Gallo	SCARE	PCEC within 4 Hrs					2								
NHS Dumfries & Gallo	SCARE	Patient advised to contact CPN Team - For Info Only	137	126	126	135	135	178	200	123	113	117	133	151	148
NHS Dumfries & Gallo	SCARE	Patient advised to contact dental advice line - Info Only	297	309	356	379	434	712	651	328	349	309	351	366	345
NHS Dumfries & Gallo	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	77	74	66	47	71	66	45	62	70	69	60	49	60
NHS Dumfries & Gallo	SCARE	Self Care	8	6	8	6	5	11	19	2	10	6	8	5	8
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	8	7	12	11	8	11	7	8	12	10	13	7
NHS Dumfries & Gallo	SCARE	Speak to clinician within 1 Hr	30	29	30	35	24	40	45	28	32	44	38	39	34
NHS Dumfries & Gallo	SCARE	Transport to PCEC within 4 hrs	25	27	27	27	27	22	36	22	24	26	24	33	31
NHS Dumfries & Gallo	SCARE	Triage refused - For Information Only	29	30	30	41	30	34	39	29	28	28	25	35	42
NHS Dumfries & Gallo	SCARE	Triage refused therefore Dr requested to phone patient	97	75	89	86	117	179	144	89	96	79	58	95	71
NHS Dumfries & Gallo	SLFC_NPA	Contact Police		1											1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			2	3	1	3	1	1			1	2	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Pharmacist	98	109	81	106	118	181	141	90	100	98	97	105	89
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1			1	3	3	4		2			2	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	2	7	3	4	6	6	6	5	4	6	2	3	10
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1	1		1	2	1	1	1				1	
NHS Dumfries & Gallo	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)		3	2	1	2	3	1	2	2		2		1
NHS Dumfries & Gallo	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	8	5	6	4	6	11	12	5	10	8	9	12	5
NHS Dumfries & Gallo	SLFC_NPA	Home Visit within 2 Hrs	36	32	50	35	48	50	48	47	36	39	52	48	40
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact registered GDP - Info Only	2	2	1	1	3	1		1	1		2	1	
NHS Dumfries & Gallo	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	6	10	8	10	6	9	7	6	10	15	8	6	6

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Dumfries & Gallo	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	154	142	133	107	161	185	153	120	150	154	169	134	159
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1					1	1		1	1	1	1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only		1								1			
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only	1	3	2	4	3	3	5	1	2	1	3	3	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	1	4		2		2	4	4	2	2	2	2	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact appropriate service - For Info Only										1			
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact practice - For Information Only	14	25	25	23	22	45	42	16	22	25	21	19	20
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	1	5	2	4	5	4	3	5	3	2	1	3	3
NHS Dumfries & Gallo	SLFC_NPA	Pt given TOXBASE advice - For Information Only										1			
NHS Fife	PCARE	999 contacted - For Information Only					1		2			1			1
NHS Fife	PCARE	999 contacted - For information only	432	388	422	349	408	469	491	362	401	418	431	417	397
NHS Fife	PCARE	Patient given self care dental advice - For Information Only	473	478	491	438	417	475	525	439	451	465	515	438	481
NHS Fife	PCARE	Patient sent to A&E via Ambulance within 1 Hr	2	5	5	3	7	8	9	4	2	1	1		3
NHS Fife	PCARE	Pt advised to contact GUM Clinic - For Information Only	31	47	38	38	34	41	45	25	32	26	41	29	30
NHS Fife	PCARE	Pt advised to contact Midwife - For Information Only													1
NHS Fife	PCARE	Pt advised to contact Optician - For Information Only										1		1	2
NHS Fife	PCARE	Pt advised to contact Orthodontist - For Information Only	312	300	242	289	278	219	261	306	335	323	306	278	247
NHS Fife	PCARE	Speak to clinician within 4 Hrs		1									1	1	
NHS Fife	PCARE	Transport to PCEC within 2 Hrs	62	63	45	36	45	36	35	47	41	61	46	41	48
NHS Fife	PCARE	Triage refused - Pt terminated call - For Information Only	113	134	118	103	133	113	128	136	156	142	110	104	115
NHS Fife	SCARE	Accident & Emergency (ASAP)					1								
NHS Fife	SCARE	Accident & Emergency / MIU within 4 Hours	4	4	6	5	6	7	3	5	4	2	3	6	4
NHS Fife	SCARE	Contact Breathing Space	43	40	29	37	37	35	36	32	30	33	29	42	46
NHS Fife	SCARE	Contact Pharmacist	67	61	76	49	72	79	75	55	73	79	71	66	74
NHS Fife	SCARE	DN (Dr) phone patient within 4 Hrs	4	7	5	3	8	4	4	3		3	3	4	4
NHS Fife	SCARE	Dental Nurse - Contact Dentist within 1 hour	3	16	6	9	5	13	5	8	7	2	12	8	4
NHS Fife	SCARE	Dental Nurse - Contact Dentist within 24 hours	17	20	17	14	22	23	13	16	12	12	11	8	12
NHS Fife	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	15	13	11	10	13	13	16	11	12	8	8	5	6
NHS Fife	SCARE	For Information Only	2	3	1	1		1	1	1	2		1	2	1
NHS Fife	SCARE	Home Visit within 1 Hr	6	10	7	5	6	12	9	10	11	5	8	12	10
NHS Fife	SCARE	Home Visit within 4 Hrs	30	44	33	34	33	72	86	55	51	44	44	45	44
NHS Fife	SCARE	Hub to arrange appointment within 24 hours	95	85	95	109	126	153	163	105	98	95	97	91	97
NHS Fife	SCARE	Hub to arrange contact with Clinician within 1 hour	114	123	137	131	151	251	244	151	125	139	144	136	124
NHS Fife	SCARE	PCEC within 2 Hrs	212	175	204	196	214	294	262	205	164	194	230	182	188
NHS Fife	SCARE	Patient advised to contact CPN Team - For Info Only	406	390	407	430	436	586	579	399	410	398	400	404	379
NHS Fife	SCARE	Patient advised to contact dental advice line - Info Only	1,055	1,059	1,108	1,210	1,462	2,002	1,974	1,128	1,080	1,125	1,235	1,195	1,134
NHS Fife	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	250	255	227	224	294	180	198	267	260	301	285	256	268
NHS Fife	SCARE	Self Care	36	28	31	36	20	33	42	29	23	42	30	23	20

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Fife	SCARE	Speak to clinician 2 Hrs	35	30	19	25	34	17	34	28	39	33	33	30	34
NHS Fife	SCARE	Speak to clinician within 1 Hr	115	118	107	100	69	83	159	115	155	131	129	109	133
NHS Fife	SCARE	Transport to PCEC within 4 hrs	107	65	83	77	99	110	135	98	81	66	75	88	90
NHS Fife	SCARE	Triage refused - For Information Only	115	112	102	96	141	146	119	119	95	108	108	85	113
NHS Fife	SCARE	Triage refused therefore Dr requested to phone patient	299	264	281	277	436	544	491	323	281	271	276	279	244
NHS Fife	SLFC_NPA	Contact Police			3	1	1		1	1			1		1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			4	2	2	1	7	6	1	3		4	4
NHS Fife	SLFC_NPA	Dental Nurse - Contact Pharmacist	291	269	246	288	358	509	464	255	299	262	256	279	313
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	3	4		6	11	4	3	2		5	6	3
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist											1		
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	10	13	12	10	21	18	23	14	14	9	12	10	10
NHS Fife	SLFC_NPA	Distress Brief Intervention	5	4	7	12	6	8	6	4	4	4	5	2	2
NHS Fife	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)	5	4	8	4	8	10		4	9	7	5	4	5
NHS Fife	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	25	30	29	28	25	26	29	28	25	37	44	23	24
NHS Fife	SLFC_NPA	Home Visit within 2 Hrs	145	142	144	164	188	171	167	140	152	163	184	161	128
NHS Fife	SLFC_NPA	Patient advised to contact registered GDP - Info Only	7	4	9	4		3	3		1	2	4	3	5
NHS Fife	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	43	36	41	37	30	26	28	24	31	30	40	28	18
NHS Fife	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	590	512	609	580	625	583	596	588	543	533	573	577	512
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	2			2	2	1		1	3	1	1		2
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	1			1	1	1	3	3	1		1	1	3
NHS Fife	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only	8	4	6	9	6	6	5	10	7	9	12	12	8
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	10	12	6	5	6	10	9	9	8	11	9	10	5
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	1	1	1	1		1	1	2			
NHS Fife	SLFC_NPA	Pt advised to contact practice - For Information Only	88	96	76	84	103	156	161	114	71	85	82	73	76
NHS Fife	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	16	15	9	17	7	11	18	17	20	15	17	9	14
NHS Fife	SLFC_NPA	Remote & Rural A&E and Minor Injuries -Refer to Hub				2	1		1			1	2		
NHS Fife	SLFC_NPA	Speak to clinician within 2 Hrs							1						
NHS Fife	Not assigned	PCEC within 12 Hrs	1												1
NHS Forth Valley	PCARE	999 contacted - For information only	31	31	47	32	45	47	50	40	42	37	47	40	22
NHS Forth Valley	PCARE	Patient given self care dental advice - For Information Only	35	36	32	25	28	31	36	33	44	40	36	33	33
NHS Forth Valley	PCARE	Patient sent to A&E via Ambulance within 1 Hr			1		1	1				1		2	
NHS Forth Valley	PCARE	Pt advised to contact GUM Clinic - For Information Only	6	3	2	2	5	10	4	5	4	3	4	4	5
NHS Forth Valley	PCARE	Pt advised to contact Optician - For Information Only									1				1
NHS Forth Valley	PCARE	Pt advised to contact Orthodontist - For Information Only	50	35	49	41	26	22	24	43	33	32	32	41	25
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs											2		
NHS Forth Valley	PCARE	Transport to PCEC within 2 Hrs	11	6	5	4	5	5	7	6	6	7	13	10	6
NHS Forth Valley	PCARE	Triage refused - Pt terminated call - For Information Only	14	6	11	8	6	11	15	18	11	11	10	12	8
NHS Forth Valley	SCARE	Contact Breathing Space	3	5	2		1	2	2	5	4		4	3	2

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Forth Valley	SCARE	Contact Pharmacist	6	10	4	5	3	5	8	3	10	6	5	3	6
NHS Forth Valley	SCARE	DN (Dr) phone patient within 4 Hrs	2	6	1	3	4	3	3	3	1	2	2	1	3
NHS Forth Valley	SCARE	Dental Nurse - Contact Dentist within 1 hour	4	5	5	2	8	5	5	4	3	8	6	4	6
NHS Forth Valley	SCARE	Dental Nurse - Contact Dentist within 24 hours	14	15	10	11	14	14	22	10	14	9	12	10	3
NHS Forth Valley	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1			2	1					1		
NHS Forth Valley	SCARE	For Information Only						1							
NHS Forth Valley	SCARE	Home Visit within 1 Hr	1				1	1			1				
NHS Forth Valley	SCARE	Home Visit within 4 Hrs		6	4	5	3	4	7	3	6	3	1	3	6
NHS Forth Valley	SCARE	Hub to arrange appointment within 24 hours	8	14	8	6	15	18	13	8	13	13	13	14	11
NHS Forth Valley	SCARE	Hub to arrange contact with Clinician within 1 hour	14	14	22	12	15	23	18	14	17	11	19	11	12
NHS Forth Valley	SCARE	PCEC within 2 Hrs	14	19	10	11	18	28	20	16	15	15	12	17	14
NHS Forth Valley	SCARE	Patient advised to contact CPN Team - For Info Only	28	17	18	30	23	37	53	30	24	28	29	28	27
NHS Forth Valley	SCARE	Patient advised to contact dental advice line - Info Only	50	56	77	69	93	151	142	72	59	81	57	68	58
NHS Forth Valley	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	24	17	18	22	28	10	17	21	21	22	16	21	16
NHS Forth Valley	SCARE	Self Care	1	3	2	3	1	2	2		2	1	3		2
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	2	2	3	3	1	3	3	1	3	1		2	
NHS Forth Valley	SCARE	Speak to clinician within 1 Hr	10	6	7	12	5	7	14	7	4	9	4	13	7
NHS Forth Valley	SCARE	Transport to PCEC within 4 hrs	6	3	6	9	7	8	8	5	7	13	7	3	5
NHS Forth Valley	SCARE	Triage refused - For Information Only	7	12	4	6	14	17	11	3	8	6	11	12	11
NHS Forth Valley	SCARE	Triage refused therefore Dr requested to phone patient	17	17	17	16	24	30	41	21	15	19	23	21	15
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Pharmacist	25	28	25	34	32	34	49	22	22	20	20	32	32
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1				3								
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	3	2		1	2	2	2		1	1			1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention					1				1				
NHS Forth Valley	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)				1				1			1		1
NHS Forth Valley	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1	3	2	1	2	5	4	2	1	1	2	1
NHS Forth Valley	SLFC_NPA	Home Visit within 2 Hrs	15	10	12	12	12	14	10	7	14	7	10	9	9
NHS Forth Valley	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	3	4				1	4	1	2	1	2	1	1
NHS Forth Valley	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	28	37	35	30	35	47	28	43	43	31	36	25	31
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only										1			
NHS Forth Valley	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only				1		2	1	3		1	1		1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	3	1	1		3	1	1	1	1	1			1
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			1										
NHS Forth Valley	SLFC_NPA	Pt advised to contact practice - For Information Only	4	5	3	3	8	9	5	6	4	4	3	5	9
NHS Forth Valley	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	1	3	2	1	3		1		1	3	1	2	
NHS Grampian	PCARE	999 contacted - For Information Only					1			1					
NHS Grampian	PCARE	999 contacted - For information only	180	172	170	142	162	179	175	132	136	158	151	168	178
NHS Grampian	PCARE	Patient given self care dental advice - For Information Only	141	110	144	111	128	129	139	132	131	144	130	132	142

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Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Grampian	PCARE	Patient sent to A&E via Ambulance within 1 Hr			5		1		1	1	1	1		2	1
NHS Grampian	PCARE	Pt advised to contact GUM Clinic - For Information Only	10	14	17	8	10	12	12	13	10	13	10	11	13
NHS Grampian	PCARE	Pt advised to contact Midwife - For Information Only									1				
NHS Grampian	PCARE	Pt advised to contact Optician - For Information Only													1
NHS Grampian	PCARE	Pt advised to contact Orthodontist - For Information Only	100	105	82	81	75	74	71	76	86	76	82	82	69
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	1		1	2	1	1							
NHS Grampian	PCARE	Transport to PCEC within 2 Hrs	14	18	17	13	16	6	19	26	17	22	22	17	20
NHS Grampian	PCARE	Triage refused - Pt terminated call - For Information Only	38	37	39	40	25	37	34	37	26	35	28	32	39
NHS Grampian	SCARE	Contact Breathing Space	14	19	14	8	16	9	18	19	10	16	23	5	23
NHS Grampian	SCARE	Contact Pharmacist	28	15	29	22	22	31	34	20	19	25	17	18	29
NHS Grampian	SCARE	DN (Dr) phone patient within 4 Hrs	2	8	5	6	7	9	7	9	7	6	4	3	2
NHS Grampian	SCARE	Dental Nurse - Contact Dentist within 1 hour	10	11	16	10	11	16	14	12	15	17	21	10	14
NHS Grampian	SCARE	Dental Nurse - Contact Dentist within 24 hours	35	46	29	35	50	50	46	35	36	34	36	34	41
NHS Grampian	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4		2	1	4	10		5	4	2	4	10	3
NHS Grampian	SCARE	For Information Only			1		1	1		1					
NHS Grampian	SCARE	Home Visit within 1 Hr	1	3	5	2	4	1	8	5	3	5	5	1	1
NHS Grampian	SCARE	Home Visit within 4 Hrs	18	16	14	21	15	24	23	10	14	12	13	13	12
NHS Grampian	SCARE	Hub to arrange appointment within 24 hours	30	30	38	48	38	46	53	43	26	41	38	44	31
NHS Grampian	SCARE	Hub to arrange contact with Clinician within 1 hour	43	53	42	46	45	90	87	46	46	47	49	42	50
NHS Grampian	SCARE	PCEC within 2 Hrs	79	74	57	76	70	79	97	68	77	75	81	63	63
NHS Grampian	SCARE	PCEC within 4 Hrs											1		
NHS Grampian	SCARE	Patient advised to contact CPN Team - For Info Only	131	98	121	137	139	200	202	127	140	127	146	146	145
NHS Grampian	SCARE	Patient advised to contact dental advice line - Info Only	327	304	324	360	481	662	704	340	341	324	389	434	401
NHS Grampian	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	69	89	82	76	96	51	71	71	76	92	74	93	106
NHS Grampian	SCARE	Routine Appointment in									1				1
NHS Grampian	SCARE	Self Care	8	8	6	18	12	9	11	8	12	6	5	5	9
NHS Grampian	SCARE	Speak to clinician 2 Hrs	7	5	9	6	16	13	13	10	18	14	12	7	9
NHS Grampian	SCARE	Speak to clinician within 1 Hr	26	38	34	32	28	26	39	35	36	44	32	40	49
NHS Grampian	SCARE	Transport to PCEC within 4 hrs	23	23	21	19	27	40	29	23	30	27	21	31	18
NHS Grampian	SCARE	Triage refused - For Information Only	42	32	46	37	38	47	55	31	30	44	42	37	41
NHS Grampian	SCARE	Triage refused therefore Dr requested to phone patient	97	77	92	83	113	200	154	81	88	91	75	96	65
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1	1	1		1	1		1	2	2	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist	90	95	91	103	131	171	152	95	95	107	109	91	117
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1			1	3	3	5	1	2	3		1	2
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	9	4	4	3	10	6	7	5	2	4	2	2	9
NHS Grampian	SLFC_NPA	Distress Brief Intervention			1		5	3	4	2	1	1	2		
NHS Grampian	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)			3	2	2	2	4	2	2	2	1	6	2
NHS Grampian	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	9	6	4	12	9	10	10	8	9	12	6	11	8

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	
NHS Grampian	SLFC_NPA	Home Visit within 2 Hrs	52	43	51	50	70	59	60	55	32	43	62	51	53	
NHS Grampian	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1		2		2		2	1	1					2
NHS Grampian	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	9	8	11	14	8	5	11	11	5	12	5	13	5	
NHS Grampian	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	160	148	168	175	195	192	201	176	172	196	170	182	181	
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1			2	1	1			1		1	
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only			1			1								
NHS Grampian	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only	8	7	5	4	6	5	5	5	5	5	2	5	3	
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	2	1	1	1	3	2	2	3	3	4	4	2	2	
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1												
NHS Grampian	SLFC_NPA	Pt advised to contact practice - For Information Only	19	19	20	24	30	69	39	27	23	21	22	25	26	
NHS Grampian	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	1	5	3	2	5	2	7	1	3	4	3	2	1	
NHS Grampian	SLFC_NPA	Pt given TOXBASE advice - For Information Only		1	1											
NHS Grampian	Not assigned	PCEC within 12 Hrs			1											
NHS Greater Glasgow	PCARE	999 contacted - For information only	41	35	43	43	43	68	49	53	37	41	37	39	39	
NHS Greater Glasgow	PCARE	Patient given self care dental advice - For Information Only	29	34	41	26	35	48	40	33	24	31	26	44	29	
NHS Greater Glasgow	PCARE	Patient sent to A&E via Ambulance within 1 Hr	1			2		2		2						
NHS Greater Glasgow	PCARE	Pt advised to contact GUM Clinic - For Information Only	4	3	7	3	3	4	4	3	3	6	6	5	4	
NHS Greater Glasgow	PCARE	Pt advised to contact Midwife - For Information Only										1				
NHS Greater Glasgow	PCARE	Pt advised to contact Orthodontist - For Information Only	8	12	14	3	13	12	14	20	8	15	17	10	11	
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs	3	3		2	2	2	1	4	4	5	2	2	2	
NHS Greater Glasgow	PCARE	Triage refused - Pt terminated call - For Information Only	5	5	9	6	5	7	10	5	6	9	8	7	6	
NHS Greater Glasgow	SCARE	Accident & Emergency (ASAP)						2								
NHS Greater Glasgow	SCARE	Accident & Emergency / MIU within 4 Hours			1			1								
NHS Greater Glasgow	SCARE	Contact Breathing Space	3	2	1	1	1	2	4	4		1	1	2	3	
NHS Greater Glasgow	SCARE	Contact Pharmacist	2	3	4	4	3	7	11	5	3	9	4	3	2	
NHS Greater Glasgow	SCARE	DN (Dr) phone patient within 4 Hrs	3	1		1		1	1	3		2	1	2		
NHS Greater Glasgow	SCARE	Dental Nurse - Contact Dentist within 1 hour	7	5	6	4	1	11	7	4	3	2	6	2	7	
NHS Greater Glasgow	SCARE	Dental Nurse - Contact Dentist within 24 hours	18	20	16	15	18	25	24	16	13	14	24	16	14	
NHS Greater Glasgow	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	2		1	2	1	2		2	2	1		
NHS Greater Glasgow	SCARE	For Information Only			1		1		1							
NHS Greater Glasgow	SCARE	Home Visit within 1 Hr	1					2			1				1	
NHS Greater Glasgow	SCARE	Home Visit within 4 Hrs	9	4	7	2	2	4	9	5	3	4	6	5	5	
NHS Greater Glasgow	SCARE	Hub to arrange appointment within 24 hours	15	18	13	5	12	19	19	13	8	11	10	13	11	
NHS Greater Glasgow	SCARE	Hub to arrange contact with Clinician within 1 hour	8	13	21	14	18	31	21	14	18	18	14	14	17	
NHS Greater Glasgow	SCARE	PCEC within 2 Hrs	19	12	14	15	24	24	32	13	18	14	20	18	18	
NHS Greater Glasgow	SCARE	Patient advised to contact CPN Team - For Info Only	36	30	40	28	41	50	59	22	16	21	41	24	29	
NHS Greater Glasgow	SCARE	Patient advised to contact dental advice line - Info Only	67	75	75	96	141	188	191	60	70	87	84	86	77	
NHS Greater Glasgow	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	16	23	6	11	17	10	11	15	15	15	15	17	11	

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Greater Glasgow	SCARE	Self Care	1	1	1	2	3		1	2	3	2	2	1	
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	2	4	1	5		1	1	1	2	3	4	2	2
NHS Greater Glasgow	SCARE	Speak to clinician within 1 Hr	8	8	7	8	9	4	7	12	8	13	10	14	8
NHS Greater Glasgow	SCARE	Transport to PCEC within 4 hrs	8	8	11	5	15	10	11	10	6	6	7	5	2
NHS Greater Glasgow	SCARE	Triage refused - For Information Only	10	5	16	11	16	14	11	11	6	7	8	10	5
NHS Greater Glasgow	SCARE	Triage refused therefore Dr requested to phone patient	29	21	23	21	38	46	45	23	16	22	32	17	28
NHS Greater Glasgow	SCARE	Untriaged call - OOH Service clinician to phone patient		1			1								
NHS Greater Glasgow	SLFC_NPA	Contact Police					1								
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist	34	41	33	37	47	88	64	42	40	44	39	34	37
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1		1		1			1				1	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	2	1	1	1		5	5		2		3	2	
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention				1		1		1	2	1			
NHS Greater Glasgow	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)	1					2	1	1	1	1	2	1	
NHS Greater Glasgow	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	2	1		1	1	4	2	5	2	3	2	
NHS Greater Glasgow	SLFC_NPA	Home Visit within 2 Hrs	9	10	17	5	15	14	8	11	10	10	7	13	8
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1				1							
NHS Greater Glasgow	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1	3	1	1	3	1	2	6	3	8	1	4	1
NHS Greater Glasgow	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	35	36	32	30	40	50	36	38	25	33	40	33	30
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only	1		2	1	1	1			2	1	1	1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	1			2	4		2			2	2	1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only								1	1				
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact practice - For Information Only	4	4	5	6	11	5	18	4	5	7	7	3	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	1						5	1		1			
NHS HIGHLAND	PCARE	999 contacted - For information only	250	233	225	213	196	262	275	253	214	175	222	198	210
NHS HIGHLAND	PCARE	Patient given self care dental advice - For Information Only	234	224	250	184	196	203	255	193	197	226	211	188	198
NHS HIGHLAND	PCARE	Patient sent to A&E via Ambulance within 1 Hr	1		3	2		1	1			4	2	2	1
NHS HIGHLAND	PCARE	Pt advised to contact GUM Clinic - For Information Only	15	22	19	18	15	15	18	18	8	14	9	14	10
NHS HIGHLAND	PCARE	Pt advised to contact Midwife - For Information Only									1				1
NHS HIGHLAND	PCARE	Pt advised to contact Orthodontist - For Information Only	184	194	244	166	180	141	140	171	152	161	191	164	183
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs	38	39	28	42	32	27	35	33	37	41	45	38	34
NHS HIGHLAND	PCARE	Triage refused - Pt terminated call - For Information Only	64	68	97	72	61	54	64	69	50	74	56	61	59
NHS HIGHLAND	SCARE	Contact Breathing Space	10	17	17	11	10	17	20	15	12	19	12	12	17
NHS HIGHLAND	SCARE	Contact Pharmacist	23	22	20	22	22	30	49	38	26	30	21	21	17
NHS HIGHLAND	SCARE	DN (Dr) phone patient within 4 Hrs	7	4	4	2	7	5	3	6	5	1	4	7	4
NHS HIGHLAND	SCARE	Dental Nurse - Contact Dentist within 1 hour	10	10	4	2	5	8	6	8	7	10	11	7	6
NHS HIGHLAND	SCARE	Dental Nurse - Contact Dentist within 24 hours	10	13	25	14	27	28	20	17	23	16	15	21	14
NHS HIGHLAND	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	5	1	5	4	5	7	3	2	5	3	2	5
NHS HIGHLAND	SCARE	For Information Only		2		1			1	1		1		1	

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Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS LANARKSHIRE	PCARE	999 contacted - For information only	317	299	292	262	312	336	322	324	270	280	318	263	280
NHS LANARKSHIRE	PCARE	Patient given self care dental advice - For Information Only	437	414	328	352	359	363	418	400	391	451	389	389	381
NHS LANARKSHIRE	PCARE	Patient sent to A&E via Ambulance within 1 Hr	2	5	1	1	3	4	2		2	1			2
NHS LANARKSHIRE	PCARE	Pt advised to contact GUM Clinic - For Information Only	24	29	32	23	29	33	31	32	24	21	26	23	22
NHS LANARKSHIRE	PCARE	Pt advised to contact Optician - For Information Only													1
NHS LANARKSHIRE	PCARE	Pt advised to contact Orthodontist - For Information Only	351	358	379	338	321	260	285	298	358	386	338	345	340
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs		1											
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	61	38	49	45	48	30	41	60	49	62	64	37	42
NHS LANARKSHIRE	PCARE	Triage refused - Pt terminated call - For Information Only	126	102	122	103	134	110	109	127	123	133	131	118	132
NHS LANARKSHIRE	SCARE	Accident & Emergency (ASAP)	2		2	2		3	2	1	2		3		
NHS LANARKSHIRE	SCARE	Accident & Emergency / MIU within 4 Hours	1	2	2	1	2	2	2	1		1	4	2	
NHS LANARKSHIRE	SCARE	Contact Breathing Space	12	18	9	10	7	14	25	20	10	14	17	14	20
NHS LANARKSHIRE	SCARE	Contact Pharmacist	24	24	24	27	14	39	46	27	22	34	19	22	36
NHS LANARKSHIRE	SCARE	DN (Dr) phone patient within 4 Hrs	1	5	6	7	7	8	6	4	4	5	12	3	1
NHS LANARKSHIRE	SCARE	Dental Nurse - Contact Dentist within 1 hour	16	12	10	15	5	13	8	6	13	13	9	13	11
NHS LANARKSHIRE	SCARE	Dental Nurse - Contact Dentist within 24 hours	33	23	23	33	53	38	38	31	37	31	31	26	35
NHS LANARKSHIRE	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	10	10	10	14	12	15	10	10	2	6	9	11	8
NHS LANARKSHIRE	SCARE	For Information Only	2	3	1	3	1		3		1	2			3
NHS LANARKSHIRE	SCARE	Home Visit within 1 Hr	6	6	4	4	7	6	12	5	7	4	7	9	2
NHS LANARKSHIRE	SCARE	Home Visit within 4 Hrs	23	30	32	33	42	38	61	19	25	29	27	23	17
NHS LANARKSHIRE	SCARE	Hub to arrange appointment within 24 hours	53	67	80	79	84	111	97	60	63	62	60	58	58
NHS LANARKSHIRE	SCARE	Hub to arrange contact with Clinician within 1 hour	75	102	80	97	121	176	147	79	85	84	102	95	103
NHS LANARKSHIRE	SCARE	PCEC within 2 Hrs	148	147	136	138	146	198	184	154	129	136	140	138	127
NHS LANARKSHIRE	SCARE	PCEC within 4 Hrs						1							
NHS LANARKSHIRE	SCARE	Patient advised to contact CPN Team - For Info Only	293	306	322	301	304	430	409	301	278	311	317	307	284
NHS LANARKSHIRE	SCARE	Patient advised to contact dental advice line - Info Only	860	833	876	915	1,088	1,544	1,518	841	796	872	946	892	878
NHS LANARKSHIRE	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	221	203	184	181	249	135	184	219	223	224	209	190	207
NHS LANARKSHIRE	SCARE	Routine Appointment in	1					1			1	1			1
NHS LANARKSHIRE	SCARE	Self Care	25	23	17	22	18	24	38	31	24	32	21	22	24
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	23	27	22	26	21	22	24	25	32	20	26	32	30
NHS LANARKSHIRE	SCARE	Speak to clinician within 1 Hr	84	96	87	87	65	76	112	91	90	83	88	106	103
NHS LANARKSHIRE	SCARE	Transport to PCEC within 4 hrs	65	54	62	43	78	74	63	60	64	58	57	42	51
NHS LANARKSHIRE	SCARE	Triage refused - For Information Only	91	67	78	77	108	97	104	87	76	100	90	76	88
NHS LANARKSHIRE	SCARE	Triage refused therefore Dr requested to phone patient	234	215	210	217	292	417	370	201	231	223	208	224	188
NHS LANARKSHIRE	SLFC_NPA	Contact Police		1	1			1	1	2	1		1		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	3	2		1		2	2		2	3	4	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Pharmacist	223	193	223	230	299	381	361	207	219	227	228	223	205
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	4	5		4	5	9	3	1	7	2	2	4

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Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	10	6	9	4	19	18	19	10	12	6	9	13	12
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	7	2	2	3	6	7	5	3	5	3	7	4	1
NHS LANARKSHIRE	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	2	3	4	6	5	6	5	5	6	8	3
NHS LANARKSHIRE	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	20	17	22	24	15	23	22	13	13	19	23	20	19
NHS LANARKSHIRE	SLFC_NPA	Home Visit within 2 Hrs	86	84	97	108	123	132	119	76	103	95	109	117	94
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact registered GDP - Info Only			3	1	1		2	1	2		2	1	
NHS LANARKSHIRE	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	24	16	12	15	12	13	13	9	18	12	8	13	20
NHS LANARKSHIRE	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	383	347	382	324	366	383	429	338	358	337	382	355	291
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	3	2	1	4	2	3	2		3			1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	1				2		2	1	1	2	1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only	13	11	11	9	11	16	12	10	13	14	11	12	20
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	14	8	9	6	12	8	16	10	8	6	14	4	9
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					1	1			1				
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact practice - For Information Only	57	59	75	69	99	116	123	70	53	60	67	58	66
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	9	14	8	13	6	7	9	12	5	7	13	9	10
NHS LANARKSHIRE	SLFC_NPA	Pt given TOXBASE advice - For Information Only			1										1
NHS LANARKSHIRE	SLFC_NPA	Remote & Rural A&E and Minor Injuries -Refer to Hub	1			2		1							
NHS LANARKSHIRE	SLFC_NPA	Triage Refused/Not Assessed												1	
NHS LANARKSHIRE	Not assigned	PCEC within 12 Hrs				1		1							
NHS Lothian	PCARE	999 contacted - For Information Only					1								
NHS Lothian	PCARE	999 contacted - For information only	136	100	124	101	103	135	145	116	92	110	95	104	109
NHS Lothian	PCARE	Patient given self care dental advice - For Information Only	178	179	145	153	164	148	156	128	151	170	176	148	134
NHS Lothian	PCARE	Patient sent to A&E via Ambulance within 1 Hr	2							1		1	2	1	2
NHS Lothian	PCARE	Pt advised to contact GUM Clinic - For Information Only	13	11	8	5	8	10	14	7	8	11	10	11	16
NHS Lothian	PCARE	Pt advised to contact Optician - For Information Only													1
NHS Lothian	PCARE	Pt advised to contact Orthodontist - For Information Only	189	196	170	192	128	122	136	154	152	174	195	173	185
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	50	44	50	33	29	19	25	39	49	26	37	52	53
NHS Lothian	PCARE	Triage refused - Pt terminated call - For Information Only	60	53	48	38	42	39	50	56	56	45	54	47	59
NHS Lothian	SCARE	Contact Breathing Space	5	12	2	7	8	7	11	2	4	5	6	7	9
NHS Lothian	SCARE	Contact Pharmacist	12	8	11	21	8	16	17	7	12	16	9	13	9
NHS Lothian	SCARE	DN (Dr) phone patient within 4 Hrs	5	4	3	3	5	4	3	9	5	5	2	6	7
NHS Lothian	SCARE	Dental Nurse - Contact Dentist within 1 hour	9	10	11	13	15	10	10	15	7	13	8	5	6
NHS Lothian	SCARE	Dental Nurse - Contact Dentist within 24 hours	30	22	32	25	28	43	49	25	35	19	28	23	22
NHS Lothian	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	10	1	4	4	2	4	4	3	2	3	5	3	4
NHS Lothian	SCARE	For Information Only				1			2	1	1			1	
NHS Lothian	SCARE	Home Visit within 1 Hr	4			2			5		1	1	1	3	
NHS Lothian	SCARE	Home Visit within 4 Hrs	7	12	10	10	5	9	17	8	7	10	5	7	3
NHS Lothian	SCARE	Hub to arrange appointment within 24 hours	15	19	16	23	33	37	35	30	26	21	19	16	26

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Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Lothian	SCARE	Hub to arrange contact with Clinician within 1 hour	26	32	25	30	35	57	48	25	29	34	27	26	21
NHS Lothian	SCARE	PCEC within 2 Hrs	53	53	56	48	52	86	92	59	40	50	62	54	59
NHS Lothian	SCARE	PCEC within 4 Hrs						1							
NHS Lothian	SCARE	Patient advised to contact CPN Team - For Info Only	96	115	106	139	116	174	147	110	112	107	115	132	110
NHS Lothian	SCARE	Patient advised to contact dental advice line - Info Only	292	257	243	297	393	542	550	257	264	295	316	298	348
NHS Lothian	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	96	54	64	66	93	54	66	88	79	88	78	76	89
NHS Lothian	SCARE	Self Care	4	9	10	8	11	6	9	7	9	6	8	10	5
NHS Lothian	SCARE	Speak to clinician 2 Hrs	2	7	2	9	13	9	12	5	9	6	10	10	16
NHS Lothian	SCARE	Speak to clinician within 1 Hr	34	28	24	25	25	23	46	37	31	25	35	27	35
NHS Lothian	SCARE	Transport to PCEC within 4 hrs	19	16	16	15	23	25	27	17	20	13	18	18	24
NHS Lothian	SCARE	Triage refused - For Information Only	23	24	25	36	44	47	36	33	30	32	26	32	23
NHS Lothian	SCARE	Triage refused therefore Dr requested to phone patient	78	55	74	59	107	131	101	70	55	79	62	72	55
NHS Lothian	SLFC_NPA	Contact Police			1										
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour						1			1			1	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist	46	72	59	76	87	108	99	59	71	72	61	65	65
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	1		1	1		3		1		1		
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	1	2	2		6	4	7	2		2		5	4
NHS Lothian	SLFC_NPA	Distress Brief Intervention	1	1			2	3	2		1	1	1	1	
NHS Lothian	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	2	2	4		1	3		2		1	3
NHS Lothian	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	7	8	12	11	12	5	8	10	12	10	8	10	12
NHS Lothian	SLFC_NPA	Home Visit within 2 Hrs	41	46	36	34	39	49	35	25	29	32	28	32	43
NHS Lothian	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	7	7	6	7	4	10	7	7	5	6	5	6	7
NHS Lothian	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	121	107	101	126	114	140	124	101	107	114	123	98	113
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only						1		1		2		1	
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only						1							
NHS Lothian	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only	1	3	7	4	6	1	1	6	2	1		2	3
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	2	2	1	1	6	4	5	4	4	2	3	3	2
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only												1	
NHS Lothian	SLFC_NPA	Pt advised to contact practice - For Information Only	24	29	17	14	26	34	32	31	19	16	23	14	18
NHS Lothian	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	1	3	3	3	1	5	1	3	3	3	4	4	4
NHS Lothian	SLFC_NPA	Remote & Rural A&E and Minor Injuries -Refer to Hub			1									1	
NHS Lothian	Not assigned	PCEC within 12 Hrs	1		1	1									
NHS Orkney	PCARE	999 contacted - For information only	4	2	3	2	3	4	6	6	5	7	2	8	3
NHS Orkney	PCARE	Patient given self care dental advice - For Information Only	2	7	1	3	4	5	9	4	1	1	4	6	5
NHS Orkney	PCARE	Pt advised to contact GUM Clinic - For Information Only	1		2			1		1					
NHS Orkney	PCARE	Pt advised to contact Orthodontist - For Information Only	1	2	2		2	2		3	1	1			1
NHS Orkney	PCARE	Transport to PCEC within 2 Hrs	1												
NHS Orkney	PCARE	Triage refused - Pt terminated call - For Information Only		1			3	1		1		1		2	

Table 3

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS Shetland	SLFC_NPA	Speak to clinician within 4 Hrs										1			
NHS Shetland	SLFC_NPA	Transport to PCEC within 1 Hr	1		3	8								1	
NHS Shetland	Not assigned	PCEC within 12 Hrs	21	9	12	18	22	29	33	14	13	8	9	12	9
NHS TAYSIDE	PCARE	999 contacted - For information only	162	160	161	159	149	205	181	147	137	174	147	145	159
NHS TAYSIDE	PCARE	Patient given self care dental advice - For Information Only	103	86	80	74	66	77	97	52	94	103	97	81	98
NHS TAYSIDE	PCARE	Patient sent to A&E via Ambulance within 1 Hr	1	2		1	3	6			3	2		1	2
NHS TAYSIDE	PCARE	Pt advised to contact GUM Clinic - For Information Only	12	10	12	11	13	12	8	12	7	13	13	4	8
NHS TAYSIDE	PCARE	Pt advised to contact Midwife - For Information Only											1		
NHS TAYSIDE	PCARE	Pt advised to contact Orthodontist - For Information Only	98	84	93	88	102	78	88	100	87	81	91	94	91
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	2	4	7	1		2	1			3	3		3
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	26	21	16	19	12	13	21	17	21	19	22	26	21
NHS TAYSIDE	PCARE	Triage refused - Pt terminated call - For Information Only	49	44	39	36	39	38	46	43	37	47	32	47	49
NHS TAYSIDE	SCARE	Accident & Emergency (ASAP)				1				2	2	1	1		2
NHS TAYSIDE	SCARE	Accident & Emergency / MIU within 4 Hours		2			3	3	2	1			1		
NHS TAYSIDE	SCARE	Contact Breathing Space	10	12	7	10	14	12	15	16	16	19	11	15	11
NHS TAYSIDE	SCARE	Contact Pharmacist	22	17	17	17	18	29	36	17	20	19	21	28	22
NHS TAYSIDE	SCARE	DN (Dr) phone patient within 4 Hrs	8	6	4	3	5	5	3	5	5	10	6	5	5
NHS TAYSIDE	SCARE	Dental Nurse - Contact Dentist within 1 hour	18	5	8	6	7	22	12	12	11	9	15	13	9
NHS TAYSIDE	SCARE	Dental Nurse - Contact Dentist within 24 hours	51	37	37	33	32	29	50	46	26	36	38	50	33
NHS TAYSIDE	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	2	1			6	4	3	2	4	8	3	
NHS TAYSIDE	SCARE	For Information Only				1	1			1	1	1	1		1
NHS TAYSIDE	SCARE	Home Visit within 1 Hr		3	5		3	4	1	1	1	8	3	1	2
NHS TAYSIDE	SCARE	Home Visit within 4 Hrs	12	10	8	16	17	19	16	13	7	15	15	9	10
NHS TAYSIDE	SCARE	Hub to arrange appointment within 24 hours	26	39	45	35	41	57	63	39	47	41	48	44	26
NHS TAYSIDE	SCARE	Hub to arrange contact with Clinician within 1 hour	47	58	52	54	53	91	87	41	49	53	51	50	32
NHS TAYSIDE	SCARE	PCEC within 2 Hrs	82	87	115	105	103	123	125	93	90	88	96	108	85
NHS TAYSIDE	SCARE	Patient advised to contact CPN Team - For Info Only	151	125	131	171	159	223	191	125	142	176	139	164	133
NHS TAYSIDE	SCARE	Patient advised to contact dental advice line - Info Only	371	336	374	407	484	705	648	325	338	378	363	376	322
NHS TAYSIDE	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	76	69	58	73	64	34	59	56	54	69	57	56	63
NHS TAYSIDE	SCARE	Self Care	11	9	5	11	5	13	9	8	8	14	10	7	10
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	10	12	12	10	11	4	13	11	8	8	11	8	7
NHS TAYSIDE	SCARE	Speak to clinician within 1 Hr	41	31	32	36	28	25	34	36	52	25	38	35	29
NHS TAYSIDE	SCARE	Transport to PCEC within 4 hrs	30	23	17	26	35	39	32	24	23	34	21	22	14
NHS TAYSIDE	SCARE	Triage refused - For Information Only	30	33	32	28	50	55	55	39	33	46	37	29	37
NHS TAYSIDE	SCARE	Triage refused therefore Dr requested to phone patient	83	86	104	66	131	209	148	81	74	77	93	76	73
NHS TAYSIDE	SCARE	Untriaged call - OOH Service clinician to phone patient	1						1	1	1	1	1	1	
NHS TAYSIDE	SLFC_NPA	Contact Police										1		1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		2	2	1	1	1	2	1					

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist	115	109	132	119	181	188	198	102	116	116	133	135	134
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1				1	2		1		2	3	1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist													1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	5	7	4	6	15	8	6	6	2	6	4	6	2
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	2		1	3	5	3	1	3	2	1	6	1	1
NHS TAYSIDE	SLFC_NPA	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	3	5	4		4	2	2	3	4	1	1
NHS TAYSIDE	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	5	5	9	10	7	12	8	5	7	7	12	12	11
NHS TAYSIDE	SLFC_NPA	Home Visit within 2 Hrs	52	43	70	67	46	66	46	32	41	31	54	47	41
NHS TAYSIDE	SLFC_NPA	Patient advised to contact registered GDP - Info Only			1	1					1	1	2	1	1
NHS TAYSIDE	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	9	6	12	13	7	8	7	2	6	8	3	4	7
NHS TAYSIDE	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	142	132	127	142	144	195	156	120	135	129	151	144	130
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	1			1		1		1	1	1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only			1		1	1		2					1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Practice within 4 Hrs - Info Only	1	2	2	2	1	6	4	3	2	1	2	2	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	4	2	2	2	3	4	3	11	3	3	4	4	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			1		1			1					
NHS TAYSIDE	SLFC_NPA	Pt advised to contact practice - For Information Only	23	29	27	34	40	33	39	30	25	23	24	20	29
NHS TAYSIDE	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only	4	7	5	10	5	5	1	3	3	5	6	2	6
NHS TAYSIDE	Not assigned	PCEC within 12 Hrs					1								
NHS Western Isles	PCARE	999 contacted - For information only	4	3	2	5	3	7	3	4	5	1	4	1	4
NHS Western Isles	PCARE	Patient given self care dental advice - For Information Only	5	2	3	4	3	3	3	6	2	3	6	1	4
NHS Western Isles	PCARE	Pt advised to contact Orthodontist - For Information Only			2	2			2				1	2	
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs			2			1	1	2	1				
NHS Western Isles	PCARE	Transport to PCEC within 2 Hrs				1									
NHS Western Isles	PCARE	Triage refused - Pt terminated call - For Information Only			2			2			2		1		
NHS Western Isles	SCARE	Contact Breathing Space			1							1	1	1	
NHS Western Isles	SCARE	Contact Pharmacist	1			1	1	1	1		1	1			
NHS Western Isles	SCARE	DN (Dr) phone patient within 4 Hrs			1					1				1	
NHS Western Isles	SCARE	Dental Nurse - Contact Dentist within 1 hour					4		2		1		1	1	
NHS Western Isles	SCARE	Dental Nurse - Contact Dentist within 24 hours	4	2	1	4	2	1	1	1	1	2	1	2	2
NHS Western Isles	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1								1	1
NHS Western Isles	SCARE	For Information Only											1		
NHS Western Isles	SCARE	Home Visit within 4 Hrs	1	1	1			2	1	1			1	1	
NHS Western Isles	SCARE	Hub to arrange appointment within 24 hours	3	1	1			1	5		1	2	2		2
NHS Western Isles	SCARE	Hub to arrange contact with Clinician within 1 hour	1			3	2	5	1	1	1	3	4	4	
NHS Western Isles	SCARE	PCEC within 2 Hrs	2	1	2		2	2	1		1	2		1	4
NHS Western Isles	SCARE	Patient advised to contact CPN Team - For Info Only	2	3	3	1	3	6	2	1	1	3	5	4	3
NHS Western Isles	SCARE	Patient advised to contact dental advice line - Info Only	7	6	13	11	13	13	14	8	4	5	7	4	6

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	
NHS Western Isles	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	1	1	2	3	1	1	3			1	3	3	1
NHS Western Isles	SCARE	Self Care			1	1			2	1						
NHS Western Isles	SCARE	Speak to clinician 2 Hrs								1						
NHS Western Isles	SCARE	Speak to clinician within 1 Hr					1	1						1		
NHS Western Isles	SCARE	Transport to PCEC within 4 hrs						1						3	1	1
NHS Western Isles	SCARE	Triage refused - For Information Only	1	2		4	1	1			1		2	1		
NHS Western Isles	SCARE	Triage refused therefore Dr requested to phone patient	4	2		2	4	6	5	4	3	6	3	3	3	1
NHS Western Isles	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)				1						1				
NHS Western Isles	SLFC_NPA	Home Visit within 2 Hrs		1				2	2				2		2	
NHS Western Isles	SLFC_NPA	In-Hours Action: Patient to Own GP within 4 hr	2	2	3	3	4	7	5	2	1	2	3		3	
NHS Western Isles	SLFC_NPA	Not Assessed / Triage Refused					1					1				
NHS Western Isles	SLFC_NPA	Patient advised to go to A&E							1							
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only				1	2									
NHS Western Isles	SLFC_NPA	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1						1						1	
NHS Western Isles	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only							1	1			1	1		
NHS Western Isles	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange		6	3	2	6	1	1	3	3	2	7	1	4	
NHS Western Isles	SLFC_NPA	Pt advised to contact Dentist - For Information Only								1						
NHS Western Isles	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information												1		
NHS Western Isles	SLFC_NPA	Pt advised to contact practice - For Information Only						1	1	2				2	1	
Not assigned	PCARE	999 contacted - For information only	6	4	9	5	11	9	8	5	10	6	7	4	4	
Not assigned	PCARE	Patient given self care dental advice - For Information Only	3	7	5	7	4	6	2	6	4	6	9	8	6	
Not assigned	PCARE	Pt advised to contact GUM Clinic - For Information Only	1			2		2						2		
Not assigned	PCARE	Pt advised to contact Orthodontist - For Information Only	1	7	1	2	4	5	2	2	1		2	3	4	
Not assigned	PCARE	Speak to clinician within 4 Hrs			1	3	1		3	1		1	1	4	1	
Not assigned	PCARE	Transport to PCEC within 2 Hrs	2		1		2				1	2		3		
Not assigned	PCARE	Triage refused - Pt terminated call - For Information Only	1			3	1	4	3		1	1	1	1		
Not assigned	SCARE	Accident & Emergency / MIU within 4 Hours			1		1				1					
Not assigned	SCARE	Contact Breathing Space					1						1			
Not assigned	SCARE	Contact Pharmacist	2		2	2			1	2	1			1		
Not assigned	SCARE	DN (Dr) phone patient within 4 Hrs		2	2		2									
Not assigned	SCARE	Dental Nurse - Contact Dentist within 1 hour												1		
Not assigned	SCARE	Dental Nurse - Contact Dentist within 24 hours	3			2	2	2		2	1		2	2	2	
Not assigned	SCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)							1				1			
Not assigned	SCARE	For Information Only											1		1	
Not assigned	SCARE	Home Visit within 1 Hr		1			1									
Not assigned	SCARE	Home Visit within 4 Hrs			1		1	3	1			2	3			
Not assigned	SCARE	Hub to arrange appointment within 24 hours	2	1		2		4	6	2	1		1	4	2	
Not assigned	SCARE	Hub to arrange contact with Clinician within 1 hour	3	2	5	3	3	7	5	3	5		3	3	3	

Table 3

Health Board	Care Group	Endpoint	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
Not assigned	SCARE	PCEC within 2 Hrs	4	2	4	2	4	8	4	2	3	2	4	6	4
Not assigned	SCARE	Patient advised to contact CPN Team - For Info Only	3	8	6	7	7	5	10	5	6	9	7	5	7
Not assigned	SCARE	Patient advised to contact dental advice line - Info Only	16	11	12	17	18	33	29	10	11	18	10	9	12
Not assigned	SCARE	Pt advised to contact practice within 36 Hrs - Info Only	3	5	2	1	2	3	3	8	4	4	3	2	7
Not assigned	SCARE	Self Care	2			1			1	1		1			
Not assigned	SCARE	Speak to clinician 2 Hrs		1				1	2		1	1	1		
Not assigned	SCARE	Speak to clinician within 1 Hr	1		2			1	2	1	1	2	1	1	2
Not assigned	SCARE	Transport to PCEC within 4 hrs		3	1	1	1	3	3	2	2	1	2	1	
Not assigned	SCARE	Triage refused - For Information Only	2	4	2	1	1	4	5	3	2	1	1	5	2
Not assigned	SCARE	Triage refused therefore Dr requested to phone patient	3	2	5	1	5	13	7	11	8	5	4	3	10
Not assigned	SLFC_NPA	Dr to phone patient within 2 Hrs (Disputed Outcome)	1								1		1		1
Not assigned	SLFC_NPA	Home Visit within 2 Hrs		1			2	1	2	3			5		1
Not assigned	SLFC_NPA	In-Hours Action: Patient to Own GP within 4 hr	2	2	3	1	3	9	6	5	3	2	5	2	2
Not assigned	SLFC_NPA	Not Assessed / Triage Refused		1											
Not assigned	SLFC_NPA	Patient advised to go to A&E			1										
Not assigned	SLFC_NPA	Patient given self care advice - For Information Only				1							1		
Not assigned	SLFC_NPA	Patient sent to A&E via Ambulance within 2 Hrs - Info Only							1						
Not assigned	SLFC_NPA	Patient sent to A&E via Ambulance within 4 Hrs - Info Only								1				1	1
Not assigned	SLFC_NPA	Patient suitable for MIU 4Hr - Flow Hub to arrange	4	4	2	2	4	14	4	6	7	3	2	2	4
Not assigned	SLFC_NPA	Pt advised to contact Dentist - For Information Only								1					
Not assigned	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1				1				
Not assigned	SLFC_NPA	Pt advised to contact practice - For Information Only			1	1			1	1			1		1
Not assigned	SLFC_NPA	Pt advised to contact practice within 12 Hrs - Info Only									1				

Table 4

Care Group	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
PCARE	6,748	6,499	6,423	5,849	6,009	6,234	6,724	6,088	6,125	6,412	6,417	6,058	6,133
SCARE	13,176	12,660	12,892	13,282	15,897	20,992	20,749	12,958	12,726	13,388	13,634	13,374	13,138
SLFC_NPA	4,874	4,678	4,837	4,762	5,754	6,791	6,414	4,758	4,699	4,595	4,999	4,840	4,686
Not assigned	23	9	13	23	24	31	33	14	13	8	9	12	10
Total	24,821	23,846	24,165	23,916	27,684	34,048	33,920	23,818	23,563	24,403	25,059	24,284	23,967

Care Group	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024
PCARE	27.19%	27.25%	26.58%	24.46%	21.71%	18.31%	19.82%	25.56%	25.99%	26.28%	25.61%	24.95%	25.59%
SCARE	53.08%	53.09%	53.35%	55.54%	57.42%	61.65%	61.17%	54.40%	54.01%	54.86%	54.41%	55.07%	54.82%
SLFC_NPA	19.64%	19.62%	20.02%	19.91%	20.78%	19.95%	18.91%	19.98%	19.94%	18.83%	19.95%	19.93%	19.55%
Not assigned	0.09%	0.04%	0.05%	0.10%	0.09%	0.09%	0.10%	0.06%	0.06%	0.03%	0.04%	0.05%	0.04%

Graphs

